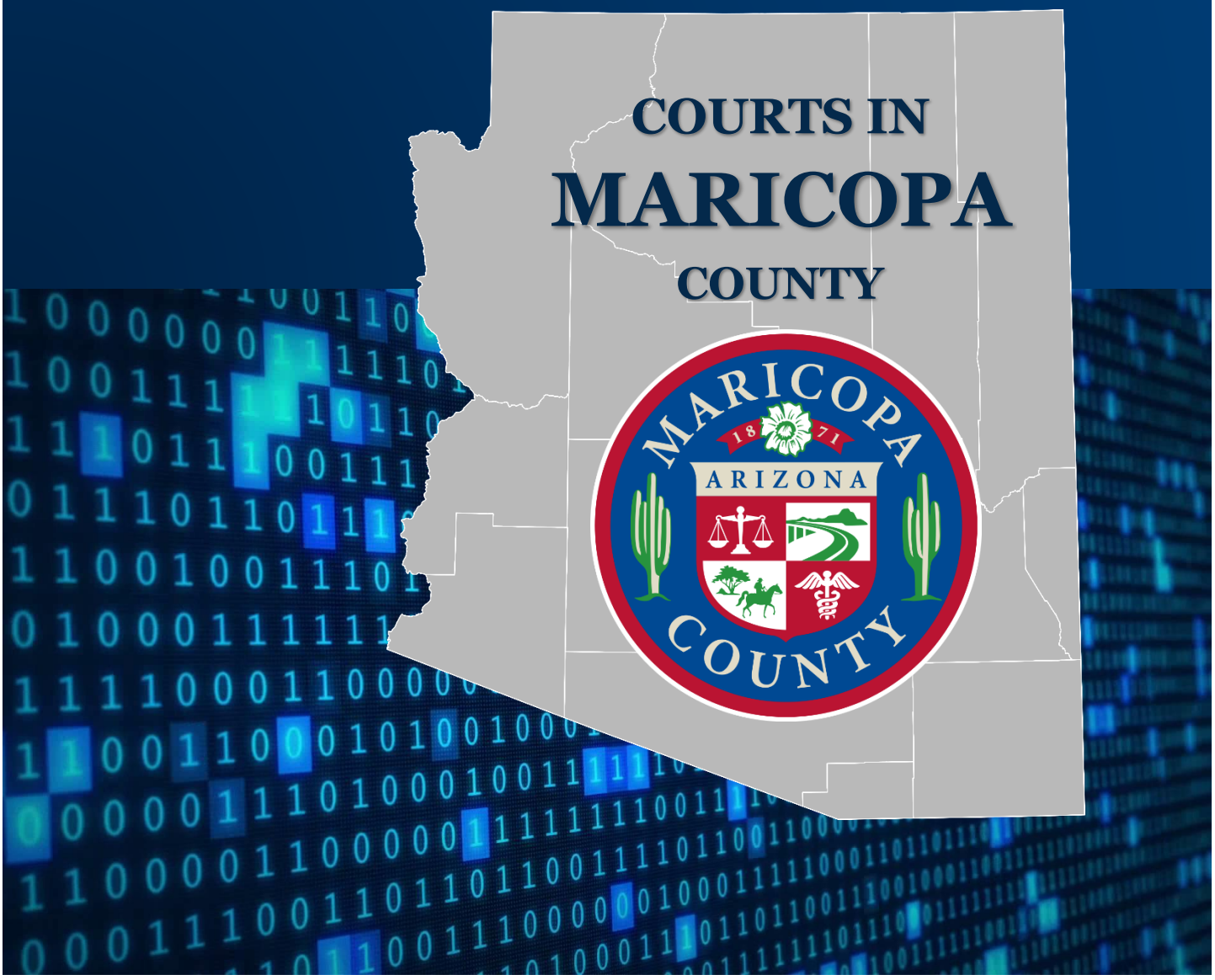
INFORMATION TECHNOLOGY

STRATEGIC PLAN

FOR FISCAL YEARS: 2021-2023



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INTRODUCTION

The Judicial Branch in Maricopa County comprised of Superior Courts, Justice Courts, Municipal Courts, and Adult and Juvenile Probation (Judicial Branch) has seen Arizona's economy continue to expand in 2018. Economists are "expecting 2019 will be stronger than 2018, with population growth to pick up slightly," said Lee McPheters, an economics professor in ASU's W.P. Carey School of Business. In addition, McPheters stated that "Maricopa County's population is increasing by about 200 people on average each day." See Arizona Republic, May 8, 2018, Arizona Economic Forecast, and Arizona Republic, December 2, 2018, Forecast for Arizona's Economy in 2019.

"The U.S. economic outlook is also healthy according to key economic indicators. The most critical indicator is the gross domestic product ("GDP), which measures the nation's production output. The GDP growth rate is expected to remain between the 2 percent to 3 percent ideal range. Unemployment is forecast to continue at the natural rate. There isn't too much inflation or deflation." See The Balance, Kimberly Amadeo, US Economic Outlook for 2019 and Beyond, January 1, 2019.

However, even with this positive forecast, the Branch remains concerned about the future due to the following factors. The Judicial Branch has seen additional legislative non-funded mandates, pressures from funding sources to do more with less and to speed-up justice, new technologies, and significant changes to the elected officials' retirement plan, and staff morale remains low due to minimal pay raises, increased benefit costs, economic pressures, concerns about the viability of retirement benefits, and workload demands.

In addition, with the stabilization of the economy, Arizona employers complain that it's getting more difficult to fill openings. This is particularly true for the Judicial Branch as it continues to experience staff turnover in many areas due to salaries not keeping pace with the private sector and retirements. This is especially true with technology programmers.

While the Judicial Branch has made great strides in the past few years to address these factors, the factors continue to impact access to fair and timely justice. They compound the complexity of accommodating work needs of judicial officers and staff, and attorney and litigant demands. Fairness, access to justice and timely information is of the utmost importance. Communication between departments, judicial branch partners, attorneys, litigants, and the public is essential to maintain an efficient flow of information throughout the legal system and to preserve democracy. Accountability and transparency to the public and funding bodies is also critical.

To meet caseload demands, ensure fair and timely access to justice, and accomplish the Arizona statewide judicial branch strategic agenda, the Judicial Branch must effectively deploy available technologies to enhance case flow management, improve litigation services, and ensure access, accountability and transparency. Most of the municipal courts in Maricopa County are "AZTEC/AJACS courts" and rely upon the Supreme Court Administrative Office of the Courts (AOC) for technology needs or their own cities. Municipal courts that use these technology resources align themselves with the business goals of the Arizona Supreme Court and the AOC's technological strategic initiatives and are not part of this plan.

COURT ORGANIZATION

This is a two (2) year technology strategic plan for the Judicial Branch in Maricopa County covering the period from January 2020 through June 2022. In addition to the Superior Court in Maricopa County, it includes the following justice courts in Maricopa County:

SUPERIOR COURT of ARIZONA in MARICOPA COUNTY	
Hon. Joseph Welty Presiding Judge	Hon. Janice Crawford Southeast Presiding Judge
Hon. Joseph Kreamer Associate Presiding Judge	Hon. Bruce Cohen Family Court Presiding Judge
Hon. Andrew Klein Probate Presiding Judge	Hon. Lori Bustamonte Horn Northwest Presiding Judge
Hon. Pamela Gates Civil Presiding Judge	Hon. Cynthia Bailey Northeast Presiding Judge
Hon. Timothy Ryan Juvenile Presiding Judge	Hon. Patricia Starr Criminal Presiding Judge
Hon. Danielle Viola Tax Presiding Judge	
JUSTICE COURTS in MARICOPA COUNTY	
Agua Fria Justice Court Judge Joe "Pep" Guzman	Manistee Justice Court Judge Donald Watts
Arcadia Biltmore Justice Court Judge Leonore Driggs	Maryvale Justice Court Judge Andy Gastelum
Arrowhead Justice Court Judge Craig Wismer	McDowell Mountain Justice Court Judge Michael Reagan
Country Meadows Justice Court Judge Anna Huberman	Moon Valley Justice Court Judge Andrew Hettinger
Desert Ridge Justice Court Judge Cathy Riggs	North Mesa Justice Court Judge Kyle Jones
Downtown Justice Court Judge Enrique Medina Ochoa	North Valley Justice Court Judge Gerald A. Williams
Dreamy Draw Justice Court Judge Frank Conti, Jr.	San Marcos Justice Court Judge Keith Frankel
East Mesa Justice Court Judge Keith Russell, Presiding Judge	San Tan Justice Court Judge Samuel T. Goodman
Encanto Justice Court Judge Ken Cheuvront	Kyrene Justice Court Judge John McComish
White Tanks Justice Court Judge David Osterfeld	South Mountain Justice Court Judge Cody Williams
Hassayampa Justice Court Judge Miles Keegan	West McDowell Justice Court Judge Teresa Lopez
Highland Justice Court Judge Steve Urie	West Mesa Justice Court Judge Fred Arnett
Ironwood Justice Court Judge Joe Getzwiller	University Lakes Justice Court Judge Tyler Kissell

A. PLANNING METHOD AND PARTICIPANTS

This year business decision makers met to discuss current technology issues facing the courts and to determine the business drivers impacting technology. This was done prior to producing a survey to determine if the drivers were up to date with technology changes. This meeting was followed up with a new and improved survey which provides more information than past surveys.

In addition, because of changes authorized by the Commission on Technology, municipal courts in the county have been excluded from the Branch Plan development process. Select courts now submit plans directly to the Administrative Office of the Courts. Those plans may appear as attachments to this document when published.

The following participants in Maricopa County were invited to participate in the survey and email discussions: Clerk of Court, Adult Probation, Juvenile Probation, Justice Court and Superior Court management, all Justices of the Peace, Superior Court Departmental and Regional Presiding Judges and the Presiding Judge of Superior Court.

In addition to the judges identified earlier, listed below are the business and IT leaders that participated in the survey or were contacted by email and given an opportunity to review and provide comments to this plan.

Shari Anderson-Head	Superior Court
Raymond Billotte	Judicial Branch Administrator
Brian Bledsoe	Superior Court, Family
Brian Bouchard	Media Relations
Christopher Bleuenstein	Superior Court, Criminal
Barbara Broderick	Adult Probation, Chief
Mary Byrnes	Court Administration
Elaina Cano	Interpreters
Dennis Carpenter	General Counsel
Michael Cimino	Adult Probation
Cheri Clark	Superior Court, Juvenile
Paula Collins	Superior Court, Court Reporters
Ken Crenshaw	Technology Services
Emelda Dailey	Alternative Dispute Resolution
Kristi Dallman	Superior Court
Sharlene DeHorney	Juvenile Probation
Michelle Dunivan	Superior Court
Elizabeth Eells	Juvenile Probation
Jennifer Fish	Human Resources
Shawn Friend	Deputy Court Administrator
Nicole Garcia	Jury
Sean Gibbs	Security
Jennifer Gilbertson	Technology Services
Michaella Heslin	Juvenile Probation
Shawn Haught	Law Library Resource Center
Bob James	Deputy Court Administrator
Richard McHattie	Clerk of Court
Keith Kaplan	Superior Court, Civil
Ricky McKaig	Superior Court
Matthew Martin	Superior Court, Criminal
Eric Meaux	Juvenile Probation, Chief
James Morrow	Justice Courts

Charisse Richards	Technology Services
Karin Philips	Superior Court, Juvenile
Danna Quinn	Human Resources
Cindy Reid	Education and Training
Debra Rubenstein	Superior Court, Family
Saul Schoon	Adult Probation
Sheila Tickle	Superior Court, Probate
Jackie Traher	Law Library Resource Center
Teresa Tschupp	Juvenile Probation
Mary Vyverman	Grants Coordinator
Therese Wagner	Adult Probation
Karen Westover	Deputy Court Administrator
Richard Woods	Deputy Court Administrator

B. STRATEGIC AGENDA: JUSTICE FOR THE FUTURE PLANNING FOR EXCELLENCE 2019-2024

ARTICLE I. B.1. JUDICIAL BRANCH STATEWIDE AGENDA

The courts support ***JUSTICE FOR THE FUTURE: PLANNING FOR EXCELLENCE 2019-2024*** and its vision to increase the public's trust in the court system, to inspire confidence that individual rights are being protected, and to ensure that all citizens are being treated fairly. This strategic agenda was released in July 2019 at the direction of the judiciary's new chief justice. It remains consistent with the previous ***ADVANCING JUSTICE TOGETHER*** vision and encompasses five broad goals, each associated with several key strategic business needs. The goals are:

1. Promoting Access to Justice;
2. Protecting Children, Families, and Communities;
3. Promoting Judicial Branch Excellence and Innovation;
4. Enhancing Professionalism within Arizona's Courts; and
5. Promoting Public Trust and Confidence.

The complete strategic plan is available at:
https://www.azcourts.gov/AZ-Courts/Strategic-Agenda.

B.2. LOCAL COURT AND AGENCY STRATEGIC AGENDAS, INITIATIVES, AND BUSINESS PRESSURES WITH RESPONDING COURT AND AGENCY TECHNOLOGY INITIATIVES

"The Judicial Branch of Arizona in Maricopa County ("Judicial Branch" and/or "Branch") is dedicated to providing a safe, fair and impartial forum for resolving disputes, enhancing access to our services, and providing innovative, evidence-based programs that improve the safety of our community and ensure the public's trust and confidence in the Judicial Branch." "The Judicial Branch is committed to excellence and the principles inherent in the rule of law … every person, every day, every time." Our values are: **Fairness, Respect, Integrity, Innovation and Safety**. To this end, there is an on-going spirit of cooperation and urgency within the Maricopa County court community regarding court and agency technology initiatives.

Branch partners realize that they must improve, consolidate, and collaborate regarding technology initiatives to keep pace with increasing workload demands and pressures to do more with less. Branch partners in Maricopa County meet regularly through a variety of different meetings to discuss initiatives, problems, and to encourage ongoing collaboration. Meetings include but are not limited to McJustice, the Municipal Presiding Judges and Presiding Justice of the Peace meeting, Technology Steering Committees, and Technology Oversight Committees. In 2016, the Judicial Branch developed its own Strategic Plan. It has since been updated. The complete strategic plan is available upon request. Listed below are a few highlights of local strategic issues facing the Branch:

1. **Access to Justice and Delivery of Services**. This strategic focus area corresponds with Arizona Supreme Court Strategic Agenda 2014-2019, **"Promoting Access to Justice."** The Judicial Branch is committed to enhancing access to justice and continuously improving services and programs for Branch users and adults and juveniles involved in the justice system. Providing equal access, achieving positive case outcomes, and ensuring fairness are high priorities for the Branch. Diverse populations need multiple ways to access court and adult and juvenile probation services. They may live in remote areas and may lack transportation to get to court/probation facilities. Additionally, low income Branch users and offenders oftentimes lack access to Branch services. They may not be able to afford legal representation or document preparers; cost can be a barrier. Language, literacy and culture also can prevent access. The inability to read and write and cultural differences can be barriers to access. Improving self-help services, language assistance, signage, online access to information and personal assistance to help users and offenders find their way are examples of improvements that will enhance access to justice. Additionally, expanding the ability to do business with the Branch electronically (e.g., website improvements; e-forms; e-file; e-pay, etc.) and providing services in non-traditional locations will improve access.

   To effectuate and ensure the Branch is accessible to all, the Branch will:

   A. Enhance information available to assist Branch users.
   B. Use technology to enhance access to court and case information.
   C. Improve way-finding to and around Branch facilities.
   D. Enhance and expand services available to diverse Branch users (e.g., non-English speaking, disabled, self-represented, etc.).
   E. Explore expanding Branch services at non-traditional times and places.
   F. Better educate Branch users about available resources and services.

   To effectuate and ensure the Branch will continue to provide quality programs and services, the Branch will:

   A. Assess the needs of Branch users.
   B. Enhance and expand treatment and supervision groups.
   C. Use evidence-based/evidence-informed and other promising methods and programs.
   D. Better educate Branch users including adult and youth involved in the justice system about available services and programs.
   E. Collaborate with justice system and community partners to improve programs and services.

2. **Protecting Children, Families and Communities**. This Arizona Supreme Court Strategic Agenda 2014-2019 strategic focus area corresponds to **"Access to Justice and Delivery of Services"** and "**Procedural Fairness, Effective Case Management and Efficient Operations."** Within each of these focus areas The Judicial Branch is committed to protecting children, families and communities by continuously improving services and programs for Branch users and adults and juveniles involved in the justice system. The Judicial Branch has made it a priority to protect our most vulnerable populations. We have reformed our juvenile courts to provide timely hearings and due process in child neglect and dependency cases. We have reformed our probate rules and laws to ensure our elderly have adequate protections against exploitation and abuse. Every day, we protect our communities by holding juvenile and adult probationers accountable and providing the treatment and rehabilitative services they need to once again become productive and law-abiding

members of the community. We have developed over the years many specialty problem-solving courts to better serve individuals who may have specialized needs. Although we decide cases, we seek to solve problems.

To effectuate and ensure that children, families and our community is protected, the Branch will:

A. Improve and expand the use of evidence-based practices to determine pre-trial release conditions for low risk offenders.
B. Continually evaluate and as appropriate, implement new or expanded evidence-based programs for the Judicial Branch's Adult and Juvenile Probation services.
C. Use evidence-based services and interventions for children and families for reunification and permanency in dependency cases.
D. Encourage and support the educational needs of all youth under court supervision as a critical factor in future well-being.
E. Collaborate with justice partners, treatment providers, and other community service entities to expand problem-solving courts, if needed.
F. Collaborate with all levels of government, justice partners and stakeholders to ensure the **availability of comprehensive, front-end, family court services to all litigants**, both represented and self-represented.
G. Develop and implement **court processes that make sure parties are prepared to have a meaningful appearance before a judge**.
H. Work with the government representatives and stakeholders to review and improve the Family, Probate and/or Juvenile Rules where needed, to simplify and streamline proceedings to provide **efficient and timely judicial events.**
I. **E**nhance judicial education to provide judges with **comprehensive and updated judicial tools and resources**.
J. Develop **improved communications and consultations with judges and other justice partners and stakeholders** regarding ongoing developments, new initiatives and current issues.

3. **Judicial Branch Governance and Accountability.** This strategic focus area corresponds with Arizona Supreme Court Strategic Agenda 2014-2019 to **"Improve Communications and Communication Participation."** As a co-equal branch of government, the Judicial Branch must maintain authority and control over its duties and responsibilities to ensure constitutional and statutory obligations are met that serve the people/citizens it serves. Equally important, the Branch is also committed to continuing to communicate and work effectively with the other branches to strengthen justice services in Maricopa County as well as educate the public about the Branch.

Additionally, to provide the highest quality of justice services to the people/citizens it serves, the Branch must be nimble and responsive. To that end, the Branch needs to clarify and strengthen its governance and organizational structures. Doing so will strengthen the ability to lead and manage the Branch. Finally, the Branch is committed to being transparent and accountable.

To effectuate and ensure that the Branch will have strong relationships with and greater respect of and for Executive and Legislative branches of government, the Branch will:

A. Establish sustainable, open lines of communications with county and state officials and legislators.
B. Educate and inform county and state officials and legislators about the needs, priorities, and accomplishments of the Branch.
C. Increase involvement in developing and shaping legislation and public policy that will impact the Branch.
D. Propose innovative solutions to improve justice services.

To effectuate and ensure that the public is educated regarding the roles, responsibilities, and priorities of the Branch, the Branch will:

A. Engage and educate the public about Branch accomplishments and specific issues that promote justice and accountability (e.g., merit selection).
B. Solicit input from the public regarding its needs and perceptions of the Branch.
C. Collaborate with the legal community to promote the judiciary and educate the public on specific issues that promote justice and accountability.

To effectuate and sure that the Branch will be viewed and treated as an independent and co-equal branch of government, the Branch will:

A. Promote the Branch as a separate, co-equal branch of government.
B. Develop and present a Branch-wide budget and funding strategies.
C. Create the ability to use budgetary resources independently to meet the needs of the Branch.
D. Transition Judicial Branch functions and responsibilities from the County/Executive Branch to the Judicial Branch.

To effectuate and ensure that the Branch will maintain an effective and responsive governance and organizational structure, the Branch will:

A. Strengthen the Branch's independence and governance structure.
B. Improve the Court's organizational structure.
C. Educate/communicate on the Branch's governance and organizational structure.
D. Develop succession planning to assure continuity in judicial and administrative leadership.

4. **Procedural Fairness, Effective Case Management, and Efficient Operations.** This strategic focus area corresponds with the Arizona Supreme Court Strategic Agenda 2014-2019 to "**Improve Court Processes to Better Serve the Public.**" It also includes the Supreme Court's "Justice for All' Report and Recommendations of the Task Force on Fair Justice for All: Court-Ordered Fines, Penalties, Fees, and Pretrial Release Policies. The Branch embraces principles of procedural fairness. It also is committed to resolving legal matters in a fair and timely manner and operating efficiently and effectively. The Branch will continue to provide procedural fairness, reduce delay, strengthen case flow management practices, simplify procedures, and improve work processes. It also will continue to improve the case management systems(s) and use other technology to improve timeliness and efficient operations.

   To effectuate and ensure that principles of procedural fairness are embraced and demonstrated throughout the Branch, the Branch will:

   A. Educate/train Branch employees on procedural fairness.
   B. Make court procedures and case management practices more understandable.
   C. Treat all Branch users and adult and youth involved in the justice system with dignity and respect.
   D. Assure Branch users and adult and youth involved in the justice system are afforded the opportunity to be heard.
   E. Ensure Branch users and adult and youth involved in the justice system understand what they need to do to comply with court orders.
   F. Recognize and be responsive to the needs of Branch users and adults and youth involved in the justice system.
   G. Demonstrate the Branch's core values – Fairness, Respect, Integrity, Innovation and Safety.

   To effectuate and ensure that legal matters and services provided are timely, fair and efficient, the Branch will:

   A. Develop and implement a state-of-the-art electronic case management system inclusive of pre- and post-disposition matters.
   B. Enhance case management practices.

C. Use evidence-based practices to guide decisions and services.
D. Simplify court procedures.
E. Streamline work processes.
F. Provide timely services to judicial branch users.
G. Collaborate with justice system partners to reduce delay, improve services, and enhance operations.

5. **Competent and Engaged Workforce.** This strategic focus area corresponds to Arizona Supreme Court Strategic Agenda 2014-2019 to "**Enhance Professionalism within Arizona Courts**." The Branch must have competent and engaged employees to fulfill its mission and work toward the vision of the future. This includes: recruiting and retaining a skilled workforce; training and developing employees; providing career and advancement opportunities; applying principles of procedural fairness in the workplace (i.e., treating staff respectfully, giving voice, treating everyone equally and consistently, and showing concern for needs); providing resources and equipment needed to do work well, recognizing and valuing the contributions of employees; creating a positive, motivating , and satisfying work environment, and providing competitive pay and benefits.

   In addition, it is important to note that long-term work force trends, along with dramatic changes in local population demographics, generational issues, non-competitive salaries in some areas, service demand, in addition to increasing skill levels required for Branch personnel, suggest that it will become more and more difficult to hire and retain the sophisticated workforce needed to meet public expectations. In addition, Federal, State and County economic issues have impacted staff morale due to increased cost of living expenses, increased work load, and below market salaries in some cases.

   Trends indicate that the court management and justice related workforce is aging rapidly. Rapid aging is especially apparent among middle management and senior administrative segments of the court management profession across the nation but especially in California, the primary competitor for managers and administrators throughout the southwestern United States.

   Additionally, because of computer and telecommunications technology advances, increased emphasis on evidence-based practices, changes in community demographics and increased public expectations for customer service, the types and levels of skill requirements for court personnel are increasing rapidly and will continue to increase greatly over the next decade.

   To effectuate and ensure the employment of a competent and diverse workforce, the Branch will:

   A. Attract and recruit skilled and diverse job applicants.
   B. Provide competitive pay and benefits.
   C. Improve and expand educational and training opportunities.
   D. Provide career advancement and lateral move opportunities.
   E. Develop future Judicial Branch leaders.

   To effectuate and ensure a positive, engaging and rewarding work environment, the Branch will:

   A. Implement procedural fairness throughout the Branch.
   B. Reinforce and institutionalize the Branch's mission, vision and values.
   C. Improve communication throughout the Branch.
   D. Involve staff in making changes and improvements and implementing best practices.
   E. Implement innovative workplace practices that increase satisfaction and performance.
   F. Develop and implement effective feedback systems and methods.
   G. Reward and recognize employees for their contributions and excellent performance.
   H. Provide necessary resources/equipment to do jobs effectively.

6. **Branch Infrastructure – Technology, Facilities, Security.** This strategic focus area corresponds to Arizona' Supreme Court Strategic Agenda 2014 to "**Improve Court Processes to Better Serve the Public,**" and Supreme Court Administrative Order 2017-15, Adoption of Court Security Standards. The Judicial Branch of Arizona in Maricopa County must have an adequate infrastructure to maintain and improve performance. Thus, it is committed to improving the technological infrastructure, facilities and space, and physical and cyber security.

   To effectuate and ensure that Branch technology infrastructure will support the work/business of the Branch, the Branch will:

   A. Enhance reliability of hardware, software, network and data.
   B. Integrate systems and share appropriate data.
   C. Use existing and evolving technology to expand and enhance the ability to do Branch work/business.
   D. Assess and continuously improve cyber security and safety of information.

   To ensure that Branch facilities install confidence in the Branch, the Branch will:

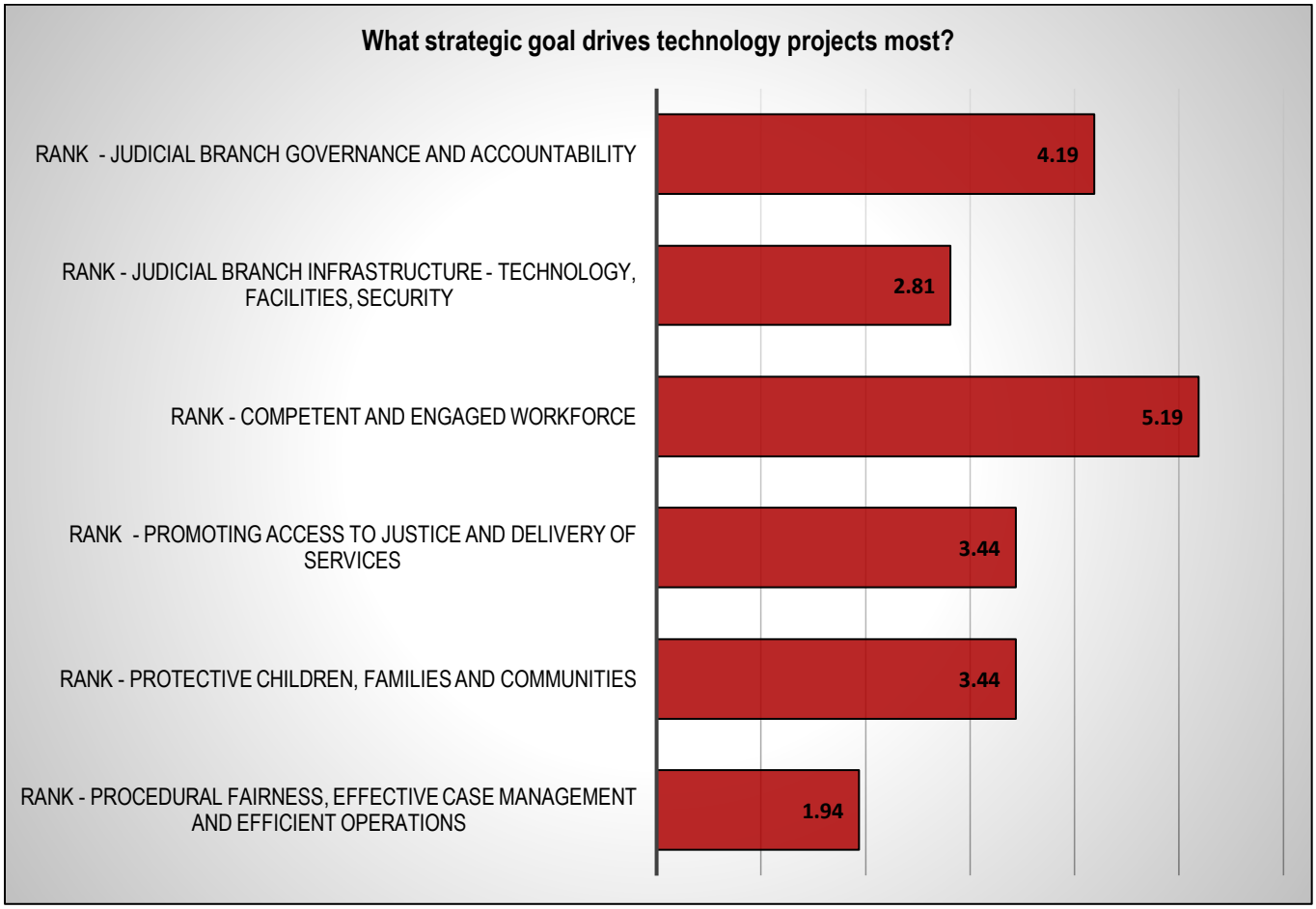
   A. Improve and update current facilities and space.
   B. Improve use of existing space.
   C. Expand facilities/service sites.

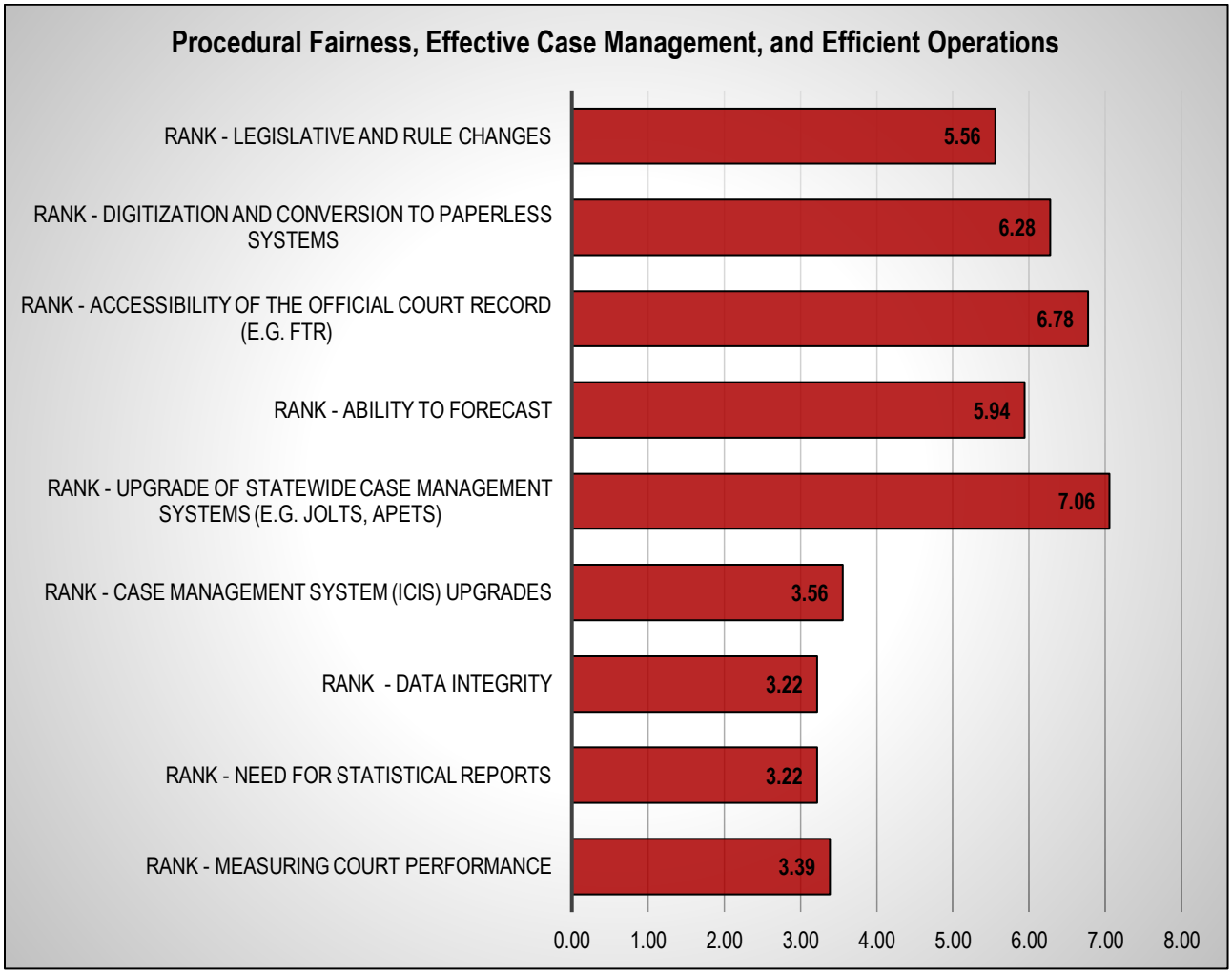
   To ensure that Branch facilities are safe and secure, the Branch will:

   A. Assess and continuously improve the safety and security at Branch locations.
   B. Enhance emergency preparedness.

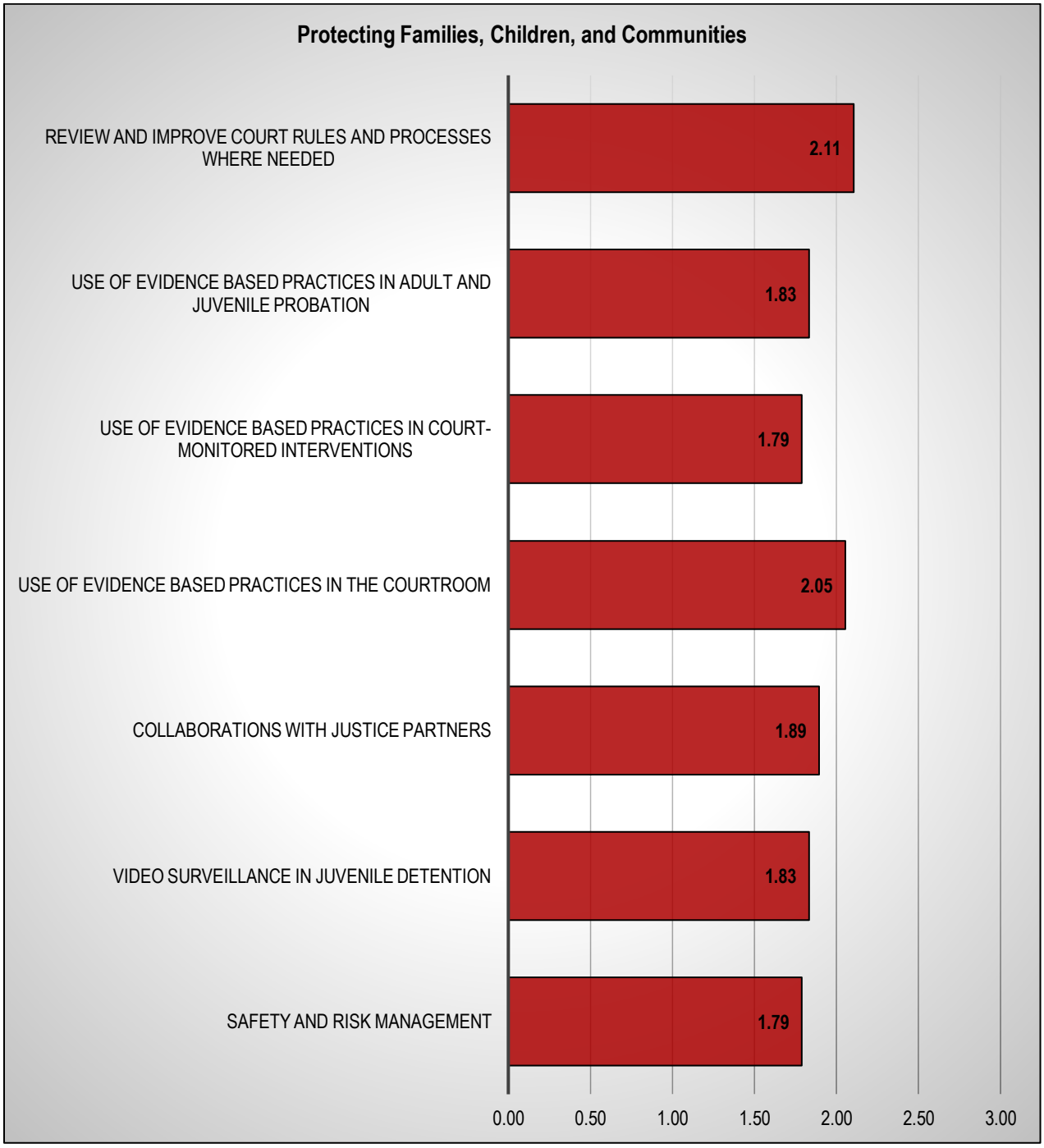
B.3. BUSINESS DRIVERS, IN ORDER OF PRIORITY

In addition to local strategic issues facing courts and probation departments, judicial branch members discussed common business drivers. It is important to note that all of these drivers are important. Survey participants were told that all drivers could not be the highest priority and the survey instrument required participants to rank the drivers. In addition, a significant number of new drivers were added this year. Those drivers were then ranked under each strategic goal. A list of all drivers and their rank follows this section. Results are summarized below:

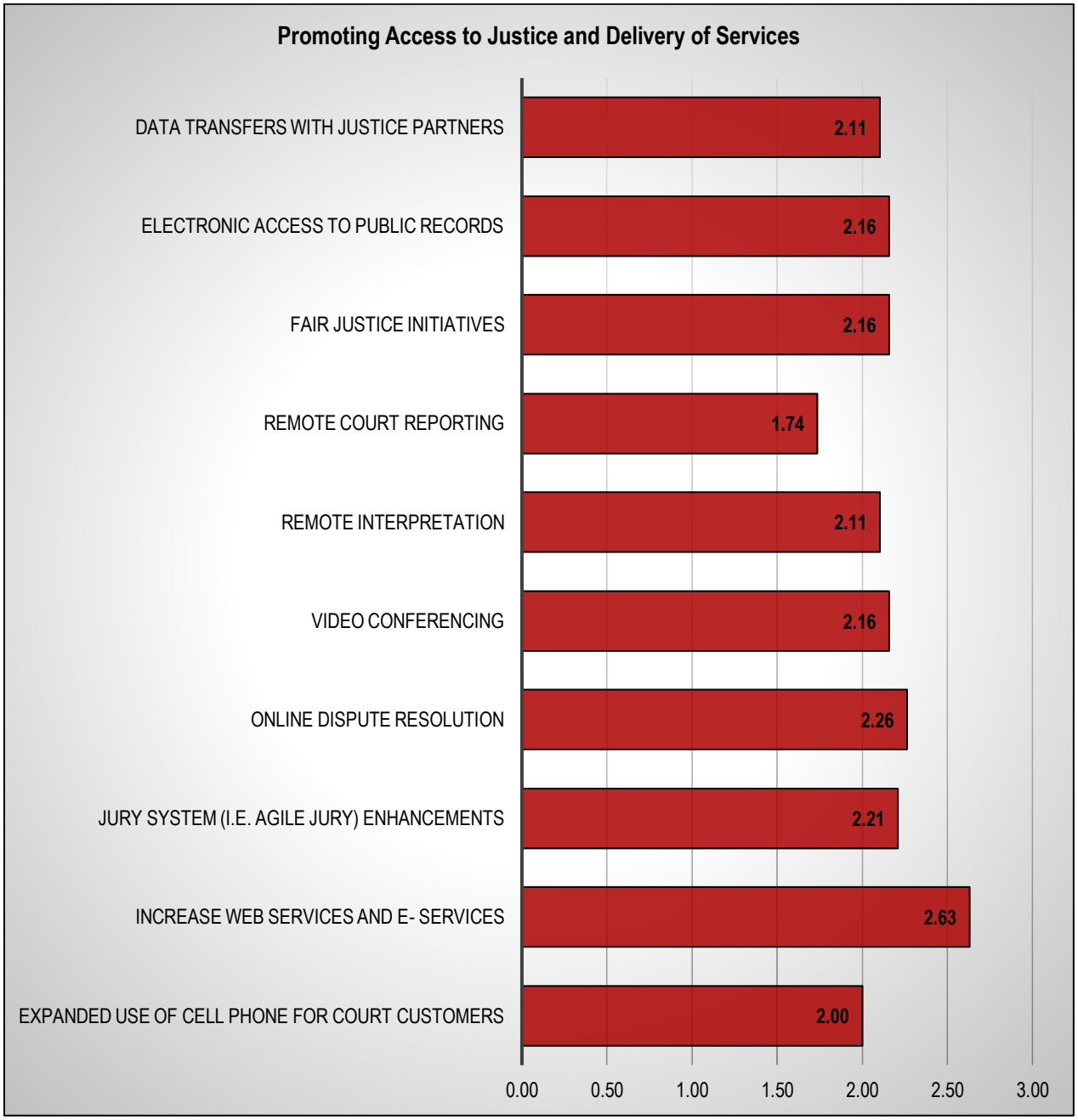

What strategic goal drives technology projects most?
RANK - JUDICIAL BRANCH GOVERNANCE AND ACCOUNTABILITY
4.19
RANK - JUDICIAL BRANCH INFRASTRUCTURE - TECHNOLOGY, FACILITIES, SECURITY
2.81
RANK - COMPETENT AND ENGAGED WORKFORCE
5.19
RANK - PROMOTING ACCESS TO JUSTICE AND DELIVERY OF SERVICES
3.44
RANK - PROTECTIVE CHILDREN, FAMILIES AND COMMUNITIES
3.44
RANK - PROCEDURAL FAIRNESS, EFFECTIVE CASE MANAGEMENT AND EFFICIENT OPERATIONS
1.94



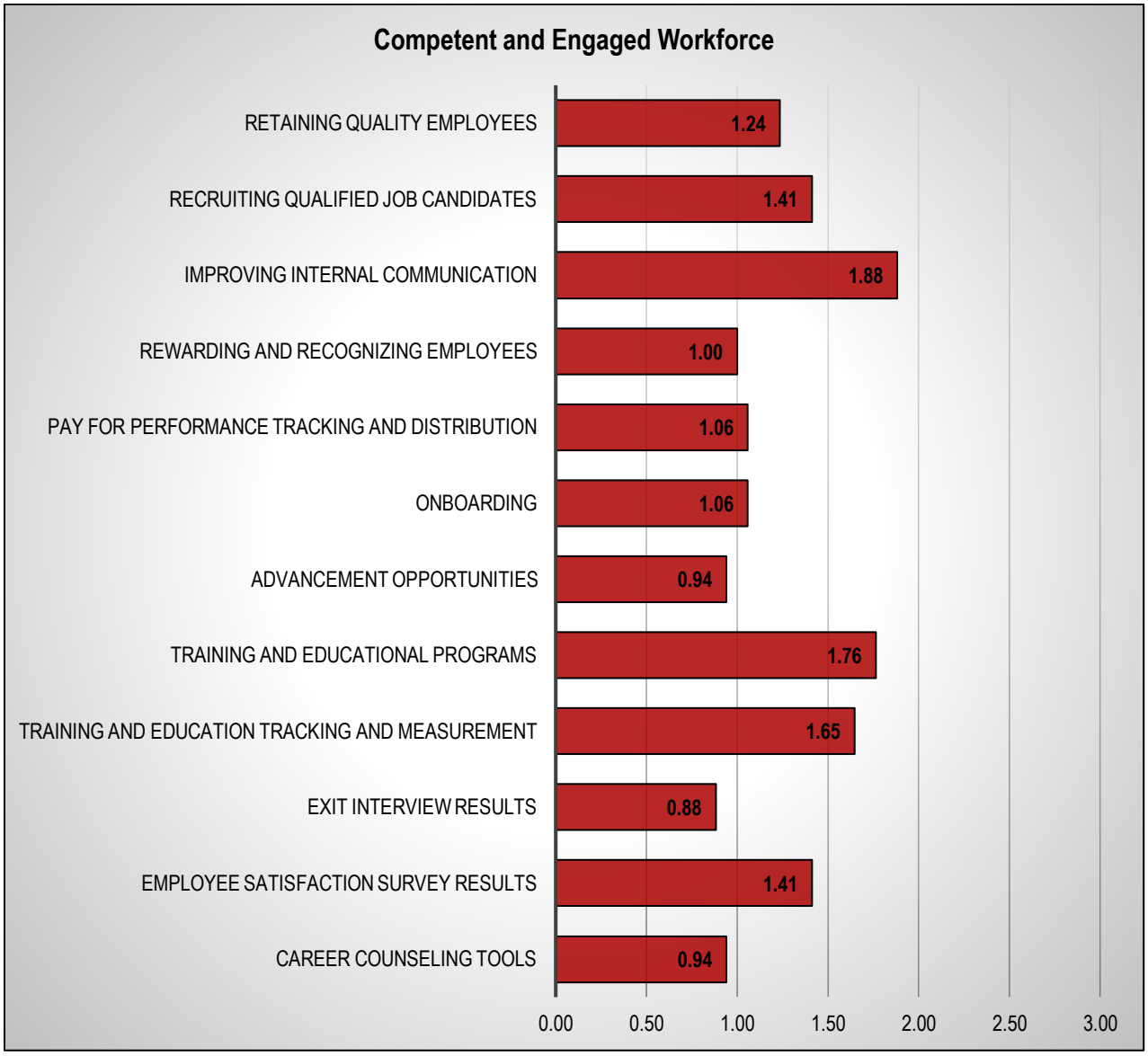
Drivers included measuring court performance, the need for statistical reports, data integrity, internal case management system upgrades, statewide case management systems, the ability to forecast; accessibility of the official court record; digitization and conversion to paperless systems and legislative and rule changes. The results indicate that internal case managements system upgrades are the biggest driver in this area. **With that side, if more probation department employees were involved in the survey, the results would indicate that upgrades to statewide case management systems were just as important.**



Drivers include safety and risk management, video surveillance in juvenile detention; collaborations with justice partners, use of evidence-based practices in the courtroom, use of evidence-based practices in the court; use of evidence-based practices in adult and juvenile probation; and review and improve court rules and processes. The leading driver in this area is to review and improve court rules and processes. However, evidence-based practices are critical in all areas and video surveillance will be required in juvenile detention.

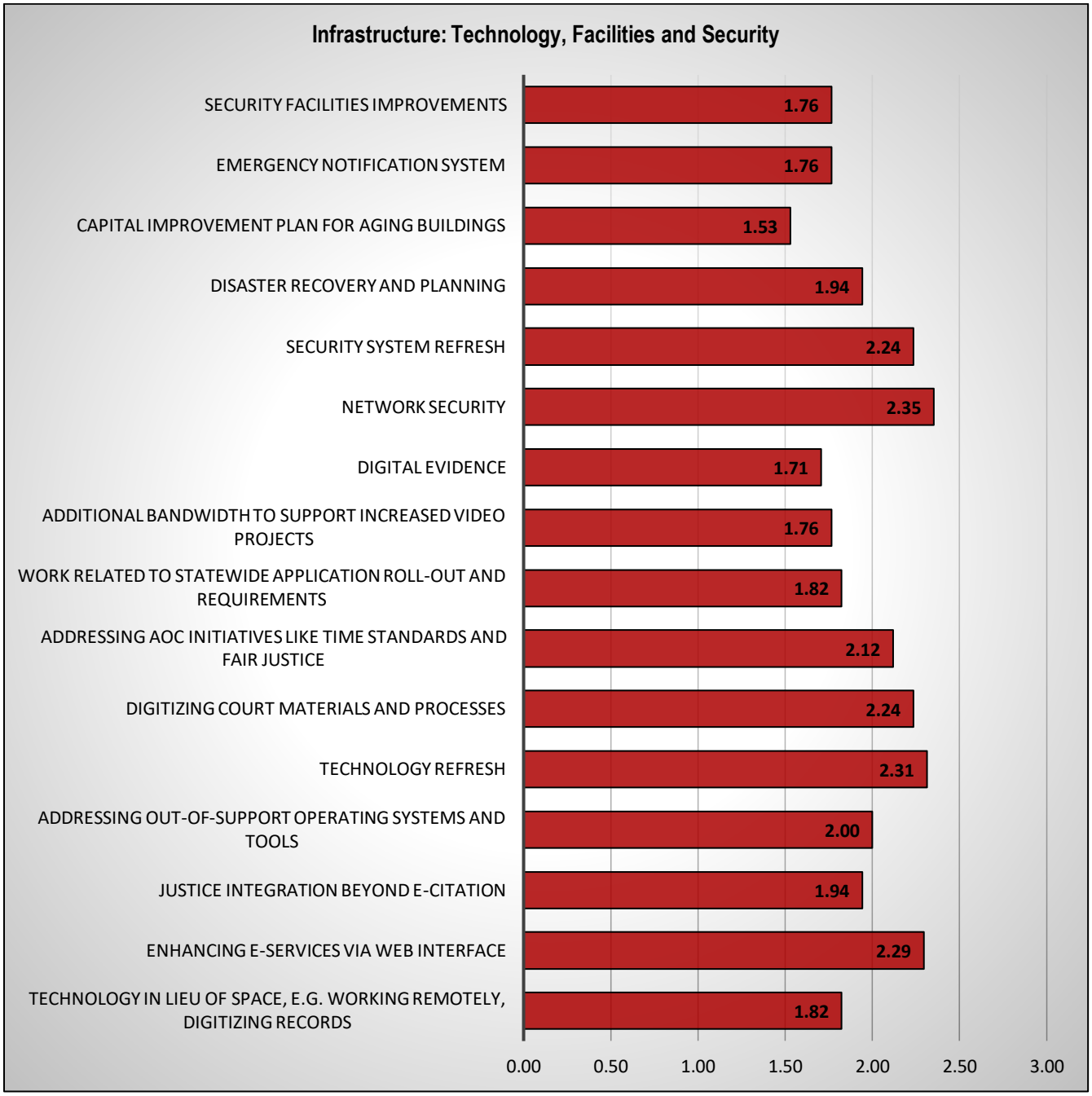


Drivers include expanded use of cell phones for court customers; increase web service and e-services; jury system enhancements; online dispute resolution; video conference; remote interpreters; remote court reporting; fair justice initiatives; electronic access to public records; and data transfer with justice partners. **The leading driver in this area is increase web services and e-services.**

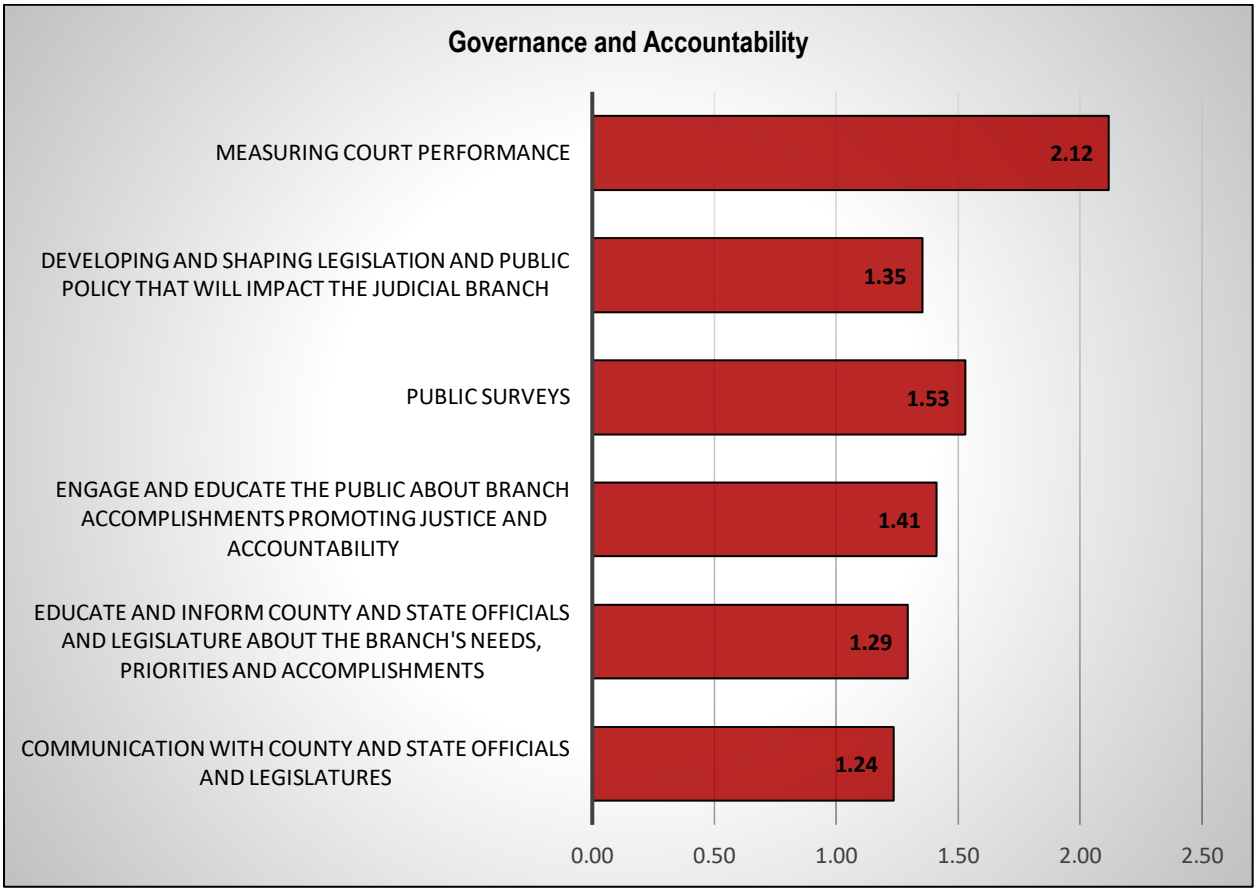


Technology improvements cannot be accomplished without a qualified workforce. With workforce changes it is important to develop and adapt recruiting, retention and succession planning strategies. It is also critical to appreciate and value employees and find creative ways to reward them during difficult budget years. As the economy recovers and government resources wane behind, hiring and keeping good people becomes even more important. The Judicial Branch must find ways to enhance services but at the same time improve morale. The Judicial Branch is experiencing turnover, significant retirements, and salaries below market range. Employees' purchasing power is still below their purchasing power prior to the major recession. They may make a few dollars more, but they have less to spend due to inflation and no cost of living increases. Without good people, the Judicial Branch cannot go from good to great, provide necessary services, or achieve its goals as identified in its strategic plan.

Drivers include career counseling tools; employee satisfaction results; exit interview results; training and education tracking and measurement; advancement opportunities; onboarding; pay for performance tracking and distribution; rewarding and recognizing employees; improving internal communications; recruiting qualified job candidates; retaining quality employees. **The leading driver in this area is improving internal communications.**



Drivers include technology in lieu of space; enhancing e-services via web interface; justice integration beyond e-citation; addressing out-of-support operating systems; technology refresh; digitizing court materials and processes; addressing AOC initiatives like time standards; work related to statewide application rollouts; additional bandwidth; digital evidence; network security; security system refresh, disaster recovery and planning; capital improvement plans for aging buildings; emergency notification systems; and security facilities improvements. **The leading driver in this area is network security.**



Drivers include communication with county and state officials; educate and inform count and state officials; engage and educate the public about the Judicial Branch; public surveys; developing and shaping legislation; and measuring court performance. **The leading driver in this area is measuring court performance.**

ARTICLE II. BUSINESS DRIVERS, IN ORDER OF PRIORITY

The extent to which the following items drive technology projects in Maricopa County	
All Drivers of Technology Projects	**Average response**
Expanded use of cell phone for court customers	3.44
Case management system (iCIS) upgrades	2.67
Increase web services and e- services	2.63
Need for statistical reports	2.50
Data integrity	2.45
Network security	2.35
Measuring court performance	2.35
Technology refresh	2.31
Enhancing e-services via web interface	2.29
Online Dispute Resolution	2.26
Digitization and conversion to paperless systems	2.25
Digitizing court materials and processes	2.24

The extent to which the following items drive technology projects in Maricopa County	
Security system refresh	2.24
Jury system (i.e. Agile Jury) enhancements	2.21
Video conferencing	2.16
Fair Justice initiatives	2.16
Electronic access to public records	2.16
Addressing AOC initiatives like time standards and Fair Justice	2.12
Measuring court performance	2.12
Review and improve court rules and processes where needed	2.11
Remote interpretation	2.11
Data transfers with justice partners	2.11
Legislative and rule changes	2.10
Use of evidence-based practices in the courtroom	2.05
Expanded use of cell phone for court customers	2.00
Addressing out-of-support operating systems and tools	2.00
Accessibility of the official court record (e.g. FTR)	1.95
Justice integration beyond e-citation	1.94
Disaster Recovery and planning	1.94
Ability to forecast	1.90
Collaborations with justice partners	1.89
Improving internal communication	1.88
Upgrade of statewide case management systems (e.g. JOLTS, APETS)	1.84
Video Surveillance in Juvenile Detention	1.83
Use of evidence-based practices in adult and juvenile probation	1.83
Technology in lieu of space, e.g. working remotely, digitizing records	1.82
Work related to statewide application roll-out and requirements	1.82
Safety and risk management	1.79
Use of evidence-based practices in court-monitored interventions	1.79
Training and educational programs	1.76
Additional bandwidth to support increased video projects	1.76
Emergency notification system	1.76
Security facilities improvements	1.76
Remote court reporting	1.74
Digital evidence	1.71
Training and education tracking and measurement	1.65
Capital improvement plan for aging buildings	1.53
Public surveys	1.53
Employee Satisfaction Survey results	1.41
Recruiting qualified job candidates	1.41
Engage and educate the public about Branch accomplishments promoting justice and accountability	1.41

The extent to which the following items drive technology projects in Maricopa County	
Developing and shaping legislation and public policy that will impact the Judicial Branch	1.35
Educate and inform county and state officials and legislature about the Branch's needs, priorities and accomplishments	1.29
Retaining quality employees	1.24
Communication with county and state officials and legislatures	1.24
Onboarding	1.06
Pay for performance tracking and distribution	1.06
Rewarding and recognizing employees	1.00
Career counseling tools	0.94
Advancement opportunities	0.94
Exit interview results	0.88

C. CURRENT TECHNOLOGY ENVIRONMENT

This section summarizes both the statewide and local hardware and software environments. Hardware includes mainframes, servers, desktops, and other peripherals. Software includes statewide applications, local software and desktop productivity tools.

HARDWARE

Listed below are the total of the number of desktops, laptops and network printers in Maricopa County as reported by the Judicial Branch, Clerk of the Court:

Description	Total Count
Desktop total	4,045
Laptop total	1,668
Thin clients	20
Tablet total	25

The operating system (OS) for the desktops and laptops are Office 365. Most IT departments are trying to maintain a 3-year replacement strategy.

These totals address "specialized uses" of some PCs in the court:

Description	Total Count
Public Access PCs	147
PCSs in the Courtroom	628
Thin Client in the Courtroom	20
PCs in the Chambers	290
PCs used for ACJIS	1,157
Imaging PCs	36

The Superior Court server information is a little more varied. There are a total of 61 physical servers at the multiple court sites and 269 virtual servers. Most of these physical servers are HP ProLiant servers and a handful of Dell Power Edge servers. The virtual servers are currently Hyper-V, but moving to VMWare.

Network Operating Systems (NOS) are mostly Microsoft Windows 2012 R2/2016/2019 and VMWare ESXi 6.7.

SOFTWARE

The software table cannot be summarized easily. Instead, the following information should be helpful in understanding how to interpret the table that appears in Appendix A.

Each row in the detailed table is grouped by the first column "Application category/name." For each court in Maricopa County that used that type of software, the writer combined courts to show several courts were running similar software. Specific information in the columns associates with specific courts via the row separator. This spreadsheet will be enhanced in a future iteration for easier submission and traceability.

D. INFORMATION TECHNOLOGY STRATEGIC PROJECTS

This section identifies each statewide and local strategic project in which the county's courts participate and will actively be pursing over the next three years. For those projects primarily supported at the State level, it identifies project status and describes the local courts' planned participation. For independent but complimentary local projects, additional details on resources and future plans are included.

This section also includes information for independent technology projects, which are not primarily supported by state resources. Information on these projects includes showing alignment to both statewide and local technology strategic initiatives and enterprise architecture standards.

The statewide strategic technology priorities as assigned by the Commission on Technology, are as follows:

1. Production Support (incl. bug fixes, req'd chgs)
2. Manage & Improve Security (incl. COOP rvw)
3. Finish Core System Deployments (GJ/ LJ)
4. Mitigate Aging Technology Risk
5. Increase Revenue Flow (FARE, eAccess, eFiling)
6. Increase Data Utilization (ex. access & BI)
7. Public Facing Services (eFiling, eAccess, eNotification, ODR)
8. Integrate Systems to Improve Productivity and Capability
9. Enhance Core Systems with New Functionality

COT members also reaffirmed the importance of existing strategic projects and placed them in the general priority set indicated below:

- Deploy New eFiling Case Types
- Deploy LJ Judge Automation
- Expand Automated Notifi-cation Capability
- JOLTSaz Dependency & Officer UI
- AJACS - AZTEC Replacement
- eCertification
- Justice Court eFiling
- FARE - Infrastructure Port
- Online Dispute Resolution
- Mental Health Repository
- Data Analysis/Reporting
- eWarrant System
- New Appellate CMS Setup
- CPOR 2 Implementation
- FARE Implementation for Non-Standard Courts
- Move AJACS Superior Courts to V6.1
- LJ PSA Automation
- Conditions of Release Tracking
- Data Access Portals
- Digital Evidence

* Note: Not all projects apply all courts in the state.

COURT IT ACCOMPLISHMENTS CY2019

This section lists the accomplishments of the county's courts in information technology projects from January 2019 to January 2020.

Primary Judicial Branch Accomplishments

- **AOC-CCI Extract Revised Process for SDL-ROAM**
  Added data elements to exchange for e-Access.
- **Juvenile Removal Order**
  Implemented automation of emergency petitions for juvenile removal orders statewide.
- **eSearch Warrant P/P/T**
  Enhancements were made to the statewide Law Enforcement Officer (LEO) Portal in conjunction with enhanced search warrant functions for Phoenix Police Department.
- **MQ 7.0 to MQ 9.0 Upgrade**
  Upgraded the legacy technology that is no longer supported and implemented production failover.
- **AverHealth/TASC Migration**
  Migrated FTP to Web Services along with a provider-agnostic design.
- **Judicial Certification**
  Judges now submit their monthly judicial certification documentation via a web portal and HR can manage this mandatory documentation more easily.
- **Jury Chatbot**
  The Jury Center has a Chatbot on their internet page to help offset the large volume of calls they receive. It handles the most common questions asked.
- **Juvenile iCISng Dependency Development**
  Completed Judge's calendar, check-in, and hearing resolutions along with training for judicial staff. Began scoping Phase 2 activities.
- **Civil Online Dispute Resolution (ODR) Pilot**
  Created new screen to track lifecycle on eligible cases, daily feed to Matterhorn SSRS report, and automated notice before placing pilot in production.
- **APD Online Forms**
  All of the Sentencing/Dispo reports are electronic now as well as most of the APD Forms which get submitted to Judicial Officers.
- **JAX Parent Portal**
  Made available to parents to access and obtain dependency information for their child(ren).
- **iCISng Criminal Trial Management Calendar**
  Court staff can now use iCISng data to assign trials rather that requiring an FTE to compile shared spreadsheets.
- **Court Website for Superior and Justice Court Upgraded to a Content Management System (CMS)**
  Provides general information for participating courts. Daily calendar information and case disposition history information provided on court web-site. (Upgraded the Justice Court Internet page and working to complete Superior Court.)

Justice Court Projects

- **Fair Justice Initiative Automation Tools**
  Developed calculator functionality in iCIS to allow for a percentage reduction in fines needed to comply with AO 2017-80 & 81 requiring courts to implement procedures to assist people in complying with court-imposed obligations in criminal and civil traffic matters.

- **Electronic Warrant Quash**
  Completed programming to electronically quash warrants and receive confirmation electronically.
- **MVD Modernization Project**
- **Small Claims Rule Change Pilot- iCIS Modifications**
  Completed iCIS modifications to allow for calendaring of Small Claims hearings similar to the current Eviction Action calendaring functionality. Two MCJC courts piloted new AZ Supreme Court rules regarding Small Claims cases to assist courts in meeting the Time Standards.
- **Clean Elections Fund-iCIS Modifictions**
  Completed iCIS programming modifications to handle Supreme Court AO mandate prohibiting the waiving of the clean elections 10 percent surcharge.
- **Installed Docket Monitors at the Southwest Regional Court**
- **Completed Desktop Refresh**
- **Upgraded to Office 365**
- **Upgraded to Windows 10 OS**
- **Upgrade OnBase to V.17**
- **Text Message Notifications**
  Additional reminder text messages are now sent to defendants when their mobile phone number is on file. The messages are for payment reminders, hearing reminders, failure to appear and failure to pay.

Clerk of the Superior Court

Application Improvement Projects

- **Replacement of Restitution, Fines, and Reimbursement (RFR) Legacy System**
  Completed development of the replacement RFR System, which launched on November 12, 2019, on an updated software platform to include major components of Case Maintenance, Adjustments, JSL Maintenance, Administration, Security, Check Maintenance, and Allocation. The completion of this project enables retirement of the legacy RFR system.
- **Microsoft Dynamics Great Plains ERP System (General Ledger and Financials**
  Great Plains was integrated with the Receipting System and legacy RFR, and ultimately with the new RFR system on November 12, 2019.
- **New Content Management System (CMS) and Website**
  Completed the implementation of a CMS through Granicus including the new design and implementation of the Clerk's new website.
- **Artificial-Intelligence-Powered Virtual Assistant (Internal and External)**
  Initiated and implemented IBM's Watson AI platform to power a virtual agent for external users (Cleo) and internal Clerk's Office staff (Yoda). The virtual agent has been trained and curated to respond to natural language processing through website chat, text messaging (SMS), and voice technologies, e.g., Amazon's Alexa and Google Assistant.
- **Case Number Assignment Application**
  Developed functionality to create/generate a case number for newly initiated cases in all case types. This application replaced a manual case number process and supports the necessary requirements for generating a case number for civil-case-initiating filings eFiled through the AOC's eFiling portal.
- **Dashboards with Power BI**
  Leveraged Microsoft's Power BI dashboards to create multiple operations and performance dashboards for Clerk's Office management, including Human Resources, IVR statistics, Financials, Help Desk tickets, and initial EDM statistics. All dashboards are accessed through licenses issue through Okta Single Sign On.

- **Alexa Skill and Google Assistant**
  Created a Clerk's Office Alexa Skill and Google Assistant, both integrated with the IBM Watson AI platform to provide one consistent, up-to-date knowledge base to automate support for customer inquiries.
- **eAccess**
  Supported the AOC's implementation of eAccess through testing of integration to the Clerk's EDMS and promotion of eAccess availability on the Clerk's Office new website.
- **Spice Works Help Desk**
  Implemented the Spice Works Help Desk as the replacement Help Desk system on March 26, 2019.
- **Office 365 (County's MC365 project)**
  Completed the majority of migrations for staff to the County's Office 365 service, which included user migration to the new Active Directory structure. All migrations completed by March 13, 2020.
- **OnBase V18 Upgrade**
  Completed preparation, testing, and deployment of OnBase V18 on June 18, 2019.
- **ArchiveSocial**
  Implemented ArchiveSocial on July 31, 2019, to ensure social media retention and provide ease of use for administration of social media accounts.
- **Twilio**
  Implemented Twilio for text communication for the Virtual Assistant and ultimately text capability for payment reminders and other Clerk's Office notifications.

Infrastructure Enhancements

- **ECS Storage System**
  Procured and implemented a new information storage system, ECS System, on June 28, 2019. The new system was located in Scottsdale Iron Mountain and replaced the legacy Centera System.
- **VMWare Enterprise License Agreement (ELA)**
  Secured an ELA for VMWare at significant savings to support the Clerk's Office Data Center Modernization project, which will establish the Clerk's primary data center at Phoenix Iron Mountain, and provide full virtualization.

COURT PROJECTS MASTER LISTING

This section collects all information technology project-related information for all the Judicial Branch during fiscal years 2020-2023. Projects listed include both those in support of statewide efforts as well as independent strategic technology projects that support the court's strategic initiatives independent from the statewide projects.

Statewide Project Participation						
Strategic Project Name / Phase	**Brief Project Description**	**Related Statewide Project**	**Participation Scheduling**	**Planned Completion Date**	**Current Project Lifecycle Phase**	**Project Risks, Issues, Concerns**
JAZZ	Began working with AOC on data feed for proof of concept in creation of juvenile cases for event driven data exchange with AOC	Access to Electronic Documents	Early adopter	FY22	Underway	Resource availability
Phoenix IO Move	Move all servers to Phoenix IO datacenter and virtualize all physical servers	Disaster Recovery	Early adopter	FY20	Underway	iCIS unavailable during database migration
Online Dispute Resolution - Civil Cases	AOC currently in procurement process to acquire vendor for statewide Online Dispute Resolution program (ODR). This will require program-ming modifications.	CMS Upgrade/ Enhancements	Early adopter		Planned	

Statewide Project Participation						
Strategic Project Name / Phase	**Brief Project Description**	**Related Statewide Project**	**Participation Scheduling**	**Planned Completion Date**	**Current Project Lifecycle Phase**	**Project Risks, Issues, Concerns**
Statewide Protective Orders Project (AZPOINT)	Maricopa's Domestic Violence (DV Prompt) web application has been enhanced to include mandatory fields outlined in the statewide DV project. Additionally, data exchanges have been put into place to both pull data down from the AZPoint portal and send data to the central data reposit-ory. This project has been incredibly challenging and we are still working through the issues.	Protective Order Re-engineering	Mid-cycle implementation	FY21	Underway	Competing priorities
Case File Retention Plan	Provide a process to purge case document that are considered past their retention period.	Access to Electronic Documents	One of the last	FY21	Underway	
Civil Case Initiation/ECF 4.x Data Exchange	Modifications to the Clerk's Office eFiling application to provided new functionality to process civil case	Access to Electronic Documents	One of the last	FY20	Underway	

Statewide Project Participation						
Strategic Project Name / Phase	**Brief Project Description**	**Related Statewide Project**	**Participation Scheduling**	**Planned Completion Date**	**Current Project Lifecycle Phase**	**Project Risks, Issues, Concerns**
	initiation documents, online payment fees and the adoption of the ECF 4.x data exchange format for accepting filings.					
eFile Expansion	In coordination with the AOC, support the expansion of eFiling to additional case types and document types in an effort to make eFiling available in all cases.	Electronic Filing	Mid-cycle implementation	FY22	Planned	
Justice Court e-Filing Project	Online filing of Justice Court case documents-initiation to resolution for all case types. Modifications to include Multi-Vendor Support Model eUniversa Portal.	Electronic Filing	Early adopter	FY21	Planned	
Online Dispute Resolution	AOC currently in procurement process to acquire vendor for statewide Online Dispute Resolution program (ODR). This will require	CMS Upgrade/ Enhancements	Early adopter	FY21	Planned	

Statewide Project Participation						
Strategic Project Name / Phase	**Brief Project Description**	**Related Statewide Project**	**Participation Scheduling**	**Planned Completion Date**	**Current Project Lifecycle Phase**	**Project Risks, Issues, Concerns**
	programming modifications.					

Other Local Independent Projects				
Strategic Project Name / Phase	**Brief Project Description**	**Planned Completion Date**	**Current Project Lifecycle Phase**	**Project Risks, Issues, Concerns**
APD iCIS Work Queue	Working on programming of iCIS work queue for judicial officers to electronically sign and process the forms from APD.	FY20	Underway	
Juvenile eFiling	eFiling of subsequent documents on delinquency cases in Juvenile	FY22	Underway	Contingent on decision on JPD delinquency systems
iCISng - .net Migration of iCIS	The CTS dept of the Judicial Branch is converting iCIS from a Classic ASP to .Net environment following accepted statewide standards.	FY22	Underway	Large project, significant work and support is needed to bring the project to completion
Crystal Reports to SSRS	Migrate from unsupported Reporting programs to newer technology	FY22	Underway	Resource availability / completion of Report Server Farm
Cloud Disaster Recovery for Case Management System	Azure DR for all case management system	FY21	Underway	Resource availability
Office 365	upgrading to office 365 and new active Directory structure	FY20	Underway	Accounting for operational functionality across departments. Team as able to make adjustments accordingly
Juvenile iCISng	programming for documents uploads for judicial officers to use in hearings	FY22	Underway	Competing priorities, resources
Family Court iCISng	Family court automation	FY21	Underway	Resource & hardware availability

Other Local Independent Projects				
Strategic Project Name / Phase	**Brief Project Description**	**Planned Completion Date**	**Current Project Lifecycle Phase**	**Project Risks, Issues, Concerns**
Jury System Upgrade	Upgrade from legacy technology that is no longer supported and implement production failover	FY20	Underway	
Windows 10 Upgrade	Upgrade from legacy technology that is no longer supported and implement production failover	FY22	Underway	Ability to secure hardware based on vendor supply chain.
FTR Upgrade	Upgrade from legacy technology that is no longer supported and implement production failover	FY23	Underway	Availability and timely delivery of Cisco switches based on current supply chain conditions and output due to Coronavirus outbreak in China.
Training Environment for Superior Court	Create an integrated training environment to facilitate standardized iCIS training for Judicial Officers and Staff	FY21	Conceptual	Competing Priorities
Implement ServiceNow IT Service Management Tool - Phase 1	Replace the existing JIRA tool used for Service Desk with an enterprise grade suite that would provide critical functionality such as self-service, integrated workflows, and standardized performance metrics and reporting.	FY21	Planned	
Guardianship Review Portal (GRP) Web Portal	Create an application that allows potential GRP volunteers to apply and manage their application accounts, existing volunteers to manage their profile accounts and upload assessment information,	FY21	Underway	Competing priorities

Other Local Independent Projects				
Strategic Project Name / Phase	**Brief Project Description**	**Planned Completion Date**	**Current Project Lifecycle Phase**	**Project Risks, Issues, Concerns**
	and the GRP Program Coordinator to manage all accounts, communicate to all existing and potential volunteers, pull reports, and manage an expected increased number of volunteers.			
Problem Solving Courts - Tracking in iCIS	Develop a PSC Contracts screen for a Judicial Officer to electronically create behavioral contracts in Problem Solving Courts and capture a defendant's signature. Develop a widget within Criminal iCISng to track a defendant's progress in a specific Problem Solving Court. Develop the SSRS reports which will be the outcome of the PSC Contracts screen. Work with RAPS to develop reports for PSC stats to various agencies.	FY21	Underway	Competing priorities
People Recognizing Other People's Success (PROPS)	Develop a PSC Contracts screen for a Judicial Officer to electronically create behavioral contracts in Problem Solving Courts and capture a defendant's signature. Develop a widget within Criminal iCISng to track a defendant's progress in a specific Problem-Solving Court. Develop SSRS reports of the outcome of the PSC Contracts screen. Work	FY21	Underway	Competing priorities

Other Local Independent Projects				
Strategic Project Name / Phase	**Brief Project Description**	**Planned Completion Date**	**Current Project Lifecycle Phase**	**Project Risks, Issues, Concerns**
	with RAPS to develop reports for the purpose of reporting PSC stats to various agencies.			
Water Master Digitization Project	The Business Services Division (BSD) will work with the General Stream Adjudication (GSA) judicial officers and staff will be trained to access the digitalized documents using the Case File number and Watershed File number. The second phase will focus on enhancing iCIS to accommodate Water Master cases.	FY22	Underway	Competing priorities
Juvenile eFiling	Implementing a solution that will allow the electronic filing of Juvenile documents.	FY21	Underway	
Adult Minute Entry (MEEDS) Replacement	Migrate from older technology that has become increasingly difficult to maintain and support to new system that meets all requirements of the current business needs.	FY22	Planned	
Online Payments	Provide online service for the payment of RFR obligations and non-criminal obligations, e.g., deferred filing fees. Payments will be made through an online portal that presents account information and enables payment by credit card and other modern methods.	FY21	Underway	
Data Center Modernization	Establishment of Clerk's Office primary data	FY21	Underway	

Other Local Independent Projects				
Strategic Project Name / Phase	**Brief Project Description**	**Planned Completion Date**	**Current Project Lifecycle Phase**	**Project Risks, Issues, Concerns**
	center within Phoenix Iron Mountain with high availability capabilities between Phoenix Iron Mountain and Scottsdale Iron Mountain. Virtualize all servers through VMWare.			
Desktop Refresh and Windows10 Upgrade	Deploy 500+ new PCs as part of the County's funded DRP. New PCs will include Windows10.	FY21	Underway	
Maricopa County Treasurer's New Accounting System - Interface	Create an electronic interface from iCIS transmittal reports summary to new Treasurer's Accounting System. Current process of delivering "paper" documents once a month from MCJC to the Treasurer's office will be eliminated.	FY20	Underway	
Public Website Revamp	Revamp of Public Website.	FY21	Planned	
Electronic Signature Pads	Provide electronic signature pads in courtrooms similar to ones used at IA Court.	FY21	Planned	
For the Record (FTR) Upgrade	FTR Upgrade to include software and hardware.	FY21	Planned	
Publish "How to Videos" for Self-Represented Litigants	Develop "How to Videos" for Self-Represented Litigants for the various Justice Court processes.	FY20	Planned	
Civil Traffic / Criminal EDMS	Using the EDMS system to store documents and process workflows on Civil/Criminal Traffic and Criminal cases	FY22	Planned	

D.1. MAJOR STATEWIDE INITIATIVES AND PLANNING/IMPACT INFORMATION

This section provides Commission on Technology with visibility into the demand for various statewide systems currently in development. Also listed below are initiatives that require long-range preparation and may have significant impacts on local infrastructures, resources, and training requirements. Courts should consider high-level impact perspectives that factor into their participation in statewide systems and initiatives.

Detail follows for:

- Electronic Warrant System
- Data Analysis / Reporting
- Online Dispute Resolution
- Digital Evidence Repository

STATEWIDE INITIATIVE
ELECTRONIC WARRANT SYSTEM

Description:
The purpose of the eWarrant effort is to enable automated statewide arrest warrant processes for all Arizona jurisdictions to streamline the overall process though reliance on a single, trusted warrant repository in the state. The project is currently investigating various technical options. Provided sufficient funding can be obtained, following proof of concept and license negotiation with a key supporting vendor, the eWarrants Project will undertake full automation of existing warrant processes from end to end in a consistent manner throughout the entire State for courts and law enforcement agencies.

When a court issues or quashes a warrant, a CMS interface will electronically generate a transaction to be sent to the JWI system at DPS for law enforcement to act upon. Once the warrant has been executed by law enforcement and updated in JWI, the court will be electronically notified via AJACS. This round-trip process will keep warrant issues and servers in synch with each other and enable near-real-time notification between agencies on warrant-related activities, removing the guesswork that has plagued the paper system.

Anticipated rollout timeline: Workflow and AJACS development activities led to piloting with multiple jurisdictions at the end of 2019. Testing will continue into 2020 before a timeline is created for statewide rollout.

1. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)	Maricopa Superior Court does not participate in this initiative.

2. General Importance or Impact to Your Court:

Maricopa County Superior Court has an eWarrant system in place. The Maricopa Superior Court eWarrant already allows the functionality set forth in the AOC's version except that it utilizes iCIS, COC's OnBase application and MCAO's Karpel application through exchanges via MQ to DPS and MCSO. It only applies to Superior Court Criminal cases at this time

STATEWIDE INITIATIVE
DATA ANALYSIS/REPORTING

Description:
Goal 3A of the chief justice's strategic agenda focuses on key data both judges and court managers need to perform their caseload and oversight functions, ensuring that data is accurate and readily available to make informed operations and policy decisions. As a starting point, MS SSRS reports from the AJACS CMS were developed to assist in managing caseloads relative to the published time standards. Unfortunately, these reports only reflected a moment in time and were produced only periodically rather than in real time as judges desire. Moving the time standard reports out of AJACS to a centralized dashboard facility using Microsoft's Power BI tool will enable judges to log in and see up-to-date performance. The PowerBI data visualization tool will also visually alert judges to items falling outside of time standards. The tool draws attention to outlying data points and enables drill-down capability to identify the largest contributors to delays using the underlying CMS data to drive decision making by court leaders.

Anticipated rollout timeline: A prototype time standards dashboard was unveiled at the October 2019 Court Leadership Conference for reaction and comment. Depending on magnitude of changes requested, the production version of that dashboard will be available to judges during the first quarter of 2020. The dashboard concept will be expanded over time to power other areas of data-based decision making in accordance with the strategic agenda.

1. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)	Superior Court: Immediately Clerk of Court: Immediate need and in progress

2. General Importance or Impact to Your Court:

Superior Court is taking a multi-prong approach to enabling data-based decision making, including improving data quality, implementing data analysis and visualization tools, access to data, and providing training for various audiences to understand their role in data-based decision making. A permanent Data Integrity and Governance Committee has been established to guide improvements for Judicial Officers, administration and technologists. Efforts underway include data clean up, data validation, evaluating time standards calculations, and providing materials to standardize data entry. Interactive dashboards are being utilized for projects such as zip code assignment reallocations and population and filings projections by zip code; interactive dashboards are being developed to display Time to Disposition and Age of Active Pending cases, along with identifying cases that fall outside of statutory requirements and time standards. Superior Court continues to provide monthly active caseload activity and time standards reporting specific to each judicial officer's calendar.

Clerk of Court: The ability to capture appropriate data and present that data in a 'self-service' model for users of all levels in the organization is a priority for the Clerk's Office. This data and the resulting dashboards will be leveraged to provide data insights that help our office monitor performance (operational and strategic) and inform us of areas for improvement. We have already completed several dashboards using Power BI.

STATEWIDE INITIATIVE
ONLINE DISPUTE RESOLUTION

Description:
Consistent with the goal of promoting access to justice and the recommendations of the Fair Justice Task Force, the Judicial Branch is working to reduce the time and expense in certain types of cases by allowing litigants to resolve disputes without ever coming to the courthouse. An online dispute resolution (ODR) system would facilitate evaluation, negotiation, and judicial decision in those case types. The AOC continues conducting proof-of-concept pilots in multiple courts to determine whether ODR is viable in helping to resolve cases as litigants negotiate through use of the on-line resource. Reports will then be made to AJC by participants in the pilots before any decision is made to expand ODR statewide.

Pilot courts Yuma Superior and Pinal Superior are addressing Family Law cases with the use of court mediators on requests to modify child support, visitation, and legal decision making. An agreement between the parties can be executed using electronic signatures now that AO 2018-78 sets aside Family Court Rules requiring use of a notary on all ODR agreements.

Scottsdale Municipal Court is piloting the ability to accept plea documents from the city prosecutor and defendant for the purpose of accepting telephonic pleas on misdemeanor cases. Maricopa Superior Court implemented a separate pilot for family and civil cases, called "Accountability and Enforcement Court (ACE)," in July of 2018 and now is piloting an online platform to settle credit card debt cases under $50K.

Anticipated rollout timeline:
Pilots will continue until March 2020 to allow the collection of additional data to assess what requirements should be made in a Request for Qualification (RFQ) which will be developed and released during Spring 2020.

1. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)	Superior Court: 1-2 years

2. General Importance or Impact to Your Court:

The Maricopa County Superior Court Civil division has had a pilot in place using a vendor solution. The scope has been somewhat limited as the vendor does not offer multiple parties on both sides, so we awaiting as statewide solution that will offer this expanded scope.

STATEWIDE INITIATIVE
DIGITAL EVIDENCE REPOSITORY

Description:
Following the recommendations of the chief justice's Digital Evidence Task Force, Commission on Technology's Technical Advisory Council crafted a range of possible solutions for handling digital evidence before narrowing their focus to a vendor-hosted cloud solution that could be implemented within two years. The solution as envisioned takes into account the total evidence lifecycle: enabling submission to the court of digital evidence, storage of digital evidence after submission to the court, and access to digital evidence by the court and litigants in connection with court proceedings. Clerks will be provided tools and services to manage digital evidence within the portal. Attorneys and self-represented litigants will have the ability upload evidence from personal devices and use tools to edit and redact before submission to the court.

The concept was reviewed in several presentations to subcommittees of the Arizona Judicial Council and to AJC itself. The consensus was to pursue the concept as the starting point in a process that would likely require several iterations as technology and practices mature.

Anticipated rollout timeline: A demonstration project is underway with a potential vendor to prove the cloud portal concept in two courts. Formal procurement will need to follow before statewide adoption is possible.

1. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)	Clerk of the Court: 1-2 years

2. General Importance or Impact to Your Court:

Clerk of the Court: The ability to handle digital evidence and keep pace with ever changing technology is an essential aspect to accepting, storing, and managing (including access) digital evidence.

D.2. LOCAL INFORMATION TECHNOLOGY STRATEGIC RESOURCES

This section provides high-level information about the technology spending and resources by court.

Court Name	State Device Cost	Other Technical Cost	Number of:	
			Court FTE Technical Staff	City or County FTE Technical Support Staff
Judicial Branch (Including electronic courtroom staff)	0	$4.8 Million (excluding personnel costs)	82 FTE – CTS (excludes contractors) 15 – Electronic Recording	Provided by County telecom
Clerk of the Court	0	$4,579,131	38	Provided by County telecom

APPENDIX A. CURRENT ENVIRONMENT

1. HARDWARE ENVIRONMENT BY COURT

This section lists the judicial branch-owned hardware deployed in the courts, including mainframes, servers, desktops, and other peripherals.

Court Name	PC Operating System	PC Count	Replacement Date/ Strategy	Laptop Operating System	Laptop Count	Tablet Operating System	Tablet Count	Thin Client	Replacement Date/ Strategy	# of Network/ PC Printers
Judicial Branch: APD	Win 7/8.1/10	508	5 yr cycle	Win 10	919	Win 10	0	0	5 yr cycle	181
Justice Court	Win 7/8.1/10	573	5 yr cycle	Win 10	45	Win 10	4	0	5 yr cycle	140
Juvenile Probation	Win 7/8.1/10	327	5 yr cycle	Win 7/8.1/10	414	Win 7/8.1	18	0	5 yr cycle	95
Superior Court	Win 7/8.1/10	1385	5 yr cycle	Win 7/8.1/10	239	Win 7/8.1	3	20	5 yr cycle	398
Law Library	Win 7/8.1/10	137	5 yr cycle	Win 7/8.1/10	0	Win 7/8.1	0	0	5 yr cycle	10
Clerk of Court	Win 7	1100	5 yr cycle	Win 7	37	Win 7	0	0	5 yr cycle	101
	Win 10	15	5 yr cycle	Win 10	14	N/A	0	0	5 yr cycle	

2. HARDWARE FOR SPECIAL FUNCTIONS

Court Name	Number of:					
	Public Access PCs	In Courtroom PCs	In Courtroom Thin Clients	In Chambers PCs	DPS ACJIS Terminals/ PCs	Imaging Workstations
Adult Probation	0	0	0	0	1122	0
Justice Courts	4	91	0	27	0	7
Juvenile Probation	0	0	0	0	8	0
Superior Court	11	366	20	157	35	3
Law Library	91	0	0	0	0	0
Clerk of the Court	41	171	0	106	0	26

3. LOCAL SERVER HARDWARE AND FUNCTION

Court Name	Server Hardware Type	Server Count	Operating System	Replacement Date/ Strategy
Superior Court / APD	HP Proliant DL380	10	2016	5-year cycle
	HP Proliant BL460	7	2016	5-year cycle
	HP Proliant DL360	7	2016	5-year cycle
	HP Synergy	16	ESXi 6.7	5-year cycle
	Dell	5	2012 R2	5-year cycle
Justice Courts	HP Proliant	3	2016	5-year cycle
	HP Proliant	11	2016	5-year cycle
Juvenile Probation	HP Proliant	2	2016	5-year cycle
Clerk of the Court	Dell (Physical)	1	Windows 2003	5-year cycle
	Dell (Physical)	24	Windows 2008	5-year cycle
	Dell (Physical)	22	Windows 2012	5-year cycle
	Dell (Physical)	36	Windows 2016	5-year cycle
	Dell (VM Hardware)	7	VMWare ESXi 6.5	5-year cycle
	Windows – Virtual	140	Various	5-year cycle

4. NETWORK ENVIRONMENT

Court Name	Number of Devices (PCs & Printers) on Network	Network Software (NOS)	Firewall Brand/ Model	Other Security Provisions
Judicial Branch: Adult Probation, Superior Court, Justice Courts, Juvenile Probation, Law Library	6061	Win Server 2008/12/16/19	T-Comm Admin referred	WSUS, Symantec anti-virus, VPN, MS Terminal Server
Clerk of the Court	1175	Win Server 2008/12/16	T-Comm Admin referred	WSUS, Symantec anti-virus, VPN

5. SOFTWARE ENVIRONMENT

This section identifies all the software used in Maricopa County's courts. It includes the state-provided applications (such as AZTEC, TIP, PIMS, JOLTS, and APETS) and also any word processing, spreadsheet, report writing and other database or other tracking applications.

Software Category	Local Applications					
Application Name	**Court Name**	**Description of the Application**	**Integrates with…**	**Developed or Supported by (vendor name or court)**	**Age of the Current System**	**Replacement Date/ Strategy**
		CASE MANAGEMENT SYSTEMS				
iCis: Integrated Court Information System	**Judicial Branch**: Superior Court Justice Courts Adult Probation Juvenile Probation	The following courts are included in iCIS: Criminal, Family, Probate, Civil, Juvenile, Initial Appearance, Justice Courts, Conciliation, Alternative Dispute Resolution (ADR), Lower Court of Appeals, Pre-Trial Services and Juvenile Probation and Detention management. Uses Classic ASP, VB Script, JavaScript, HTML, SQL Server 2008 R2, T-SQL, XML, and IBM Websphere MQ as the base technologies making up this system.	COSC OnBase System, various iCJIS Data Feeds, AOC Data Warehouse, MEEDS, Turbo Court	CTS IT Staff	19 years	Continue phased migration during planning period
		OTHER SOFTWARE				
	Judicial Branch: Superior Court	Displays courtroom information on lobby monitors and on monitors outside courtrooms in the South Court Tower.	iCIS	Infax Systems	8 years	TBD
Exhibit Tracking Adult	Clerk of the Court	VB/ASP app that keeps track of exhibits.		COSC ITG DTI staff	19 years	Business Analysts will be reviewing requirements

Software Category	Local Applications					
Application Name	**Court Name**	**Description of the Application**	**Integrates with…**	**Developed or Supported by (vendor name or court)**	**Age of the Current System**	**Replacement Date/ Strategy**
						and related replacement options in FY21
Exhibit Tracking Juvenile	Clerk of the Court	VB/ASP app that keeps track of exhibits.		COSC ITG staff	3 years	Business Analysts will be reviewing requirements and related replacement options in FY21
Financials/Cash Management System	Clerk of the Court	.NET application performs cash management functions.		COSC ITG staff	10years	TBD
Adult Probation Tracking System (APETS)	**Judicial Branch**: Adult Probation Dept	Tracks adult probationers in the court system.		AOC	20 years	TBD
Court Performance Metrics Tracking Tool	**Judicial Branch:** Superior Court	CourTools - 10 perf measurements for the court. Embedded within the iCIS Case Management System using the same technologies it is built with, including 3rd party graphing controls by Nevron.		CTS IT staff	15 years	Migrate to .NET/SQL 2016 phased migration during planning period
Electronic Storage (SAN, NAS, etc.)	**Judicial Branch:** Superior Court Justice Courts Adult Probation	HP 3 PAR		HP / local staff	5 years	As Needed
	Superior Court Justice Courts	HP 3 PAR		HP / local staff	5 years	As Needed

Software Category	Local Applications					
Application Name	**Court Name**	**Description of the Application**	**Integrates with…**	**Developed or Supported by (vendor name or court)**	**Age of the Current System**	**Replacement Date/ Strategy**
	Adult Probation					
	Clerk of the Court	SAN		Dell/Hyland, COSC ITG staff	5 year	April 2022
Interactive Voice Response System (IVR)	**Judicial Branch:** Superior Court	Provides callers access to court information over the telephone.		Vendor supports Jury app & Self-Service Center	17 years	TBD
Data Backup/ Recovery System	**Judicial Branch:** Justice Courts	Backup Software		Symantec NetBackup 8.0	7 years	TBD
	Judicial Branch: Superior Court	Backup Software		Symantec NetBackup 8.0	7 years	TBD
	Clerk of the Court	Networker and Data Domain		COSC ITG Staff	5 years	June 2022
E-mail Application	**Judicial Branch:** Superior Court Justice Courts Adult Probation Juvenile Probation	Office 365		CTS IT Staff	2 years	N/A
	Clerk of the Court	Office 365		County CIO	1 year	Determined by County CIO
Report Writing Tool	**Judicial Branch:** Superior Court Justice Courts Adult Probation	A report writing tool for use ad hoc reports for various applications. Access, SPSS, ARC VIEW		Local staff	18 years SPSS only 6 years	Changes as needed, update with new releases

Software Category	Local Applications					
Application Name	**Court Name**	**Description of the Application**	**Integrates with…**	**Developed or Supported by (vendor name or court)**	**Age of the Current System**	**Replacement Date/ Strategy**
	Juvenile Probation					
	Judicial Branch: Superior Court Justice Courts Adult Probation Juvenile Probation	JIRA and Confluence for production support ticket tracking		Atlassian	5 years	Moving to ServiceNow in 2020.
	Judicial Branch: Superior Court	Team Foundation Server 2019		Microsoft	1 year	
Hardware & Software Asset Management	**Judicial Branch:** Superior Court	Inventory tracking SCCM		ManageEngine ServiceNow	5 years WIP	TBD FY20
	Clerk of the Court	SCCM		COSC ITG Staff	2 years	TBD
Adobe Acrobat Reader	**Judicial Branch:** Superior Court Justice Courts Adult Probation Juvenile Probation	Adobe Acrobat reader 9.4, 10, 11 & many lower levels. Adobe Full & Adobe Pro		Adobe Local PC	10 years	FY19 migrated to latest version of Adobe
MS Office Suite 2010 & 2013	**Judicial Branch:** Superior Court Justice Courts Adult Probation Juvenile	Word, Excel, PowerPoint, One Note		MS/local staff	<1	Project to migrate to Office365 – Done, migration completed in March 2020.

Software Category	Local Applications					
Application Name	**Court Name**	**Description of the Application**	**Integrates with…**	**Developed or Supported by (vendor name or court)**	**Age of the Current System**	**Replacement Date/ Strategy**
	Probation					
Database(s)	**Judicial ranch:** Superior Court Justice Courts Adult Probation Juvenile Probation	SQL Server 2019/2016/2014/2012 R2/2008 R2, MS Access 2010		Vendor supported/ local staff SQL Server supported by local staff	SQL 2016 – 4 Years	As Needed
	Clerk of the Court	SQL Server 2016/2014/2012 R2/2008 R2/2005/2000, Informix 7.x, MS Access 2013		COSC ITG Staff	SQL 2016 – 2 Years	Informix being retired by end of FY20. Projects targeted to upgrade SQL Server 2000/2005 by end of FY21.
Project Mgmt. Tracking	**Judicial Branch:** Superior Court Justice Courts Adult Probation Juvenile Probation	MS Project for O365		MS/Local Staff	1 year	
Timekeeping	**Judicial Branch:** Superior Court Justice Courts Adult Probation Juvenile Probation	Web portal for timekeeping		ADP	6 years	TBD/County sponsored
Virus Protection	**Judicial Branch:** Superior Court Justice Courts	Symantec Endpoint Protection		OET	4 years	OET

Software Category	Local Applications					
Application Name	**Court Name**	**Description of the Application**	**Integrates with…**	**Developed or Supported by (vendor name or court)**	**Age of the Current System**	**Replacement Date/ Strategy**
	Adult Probation Juvenile Probation					
	Clerk of the Court	Symantec Antivirus		County CIO and COSC ITG staff	Current	Determined by County CIO
Fines, Fees and Restitution Enforcement Module for FARE Participation	**Judicial Branch:** Superior Court Justice Courts Juvenile Probation	Sends and receives data to the FARE system. Juvenile and Justice Court financials are included in iCIS. T-SQL, ASP, XML, MQ Services	AOC FARE system, iCIS	CTS IT Staff	New financial system in place for two years now	
	Clerk of the Court	Informix-based app used in MC COC. Package of programs for automated transfer of case data to a collections vendor for noticing and collections efforts.	RevQ	Vendor & local staff	12 years	Retired Informix application. Integration handled by report import.
Other Collections Tracking	Clerk of the Court	RevQ Vendor application used to manage collections on delinquent accounts		Ontario Systems and COSC ITG Staff	10 years	Upgrade to new releases.
Digital Audio for Courtroom Recording	**Judicial Branch:** Superior Court Justice Courts			FTR	16 years	Replacement of FTR hardware and software in all courtrooms in progress,
Video for Courtroom Recording	**Judicial Branch:** Superior Court Justice Courts			FTR: Exhibit One	FTR product: 14 years	Replacement of FTR hardware and software in all courtrooms over 3-year period
	Justice Courts	a) Hyland OnBase -	Court CMS	a)	a) 5 years	a) No plans

Software Category	Local Applications					
Application Name	**Court Name**	**Description of the Application**	**Integrates with…**	**Developed or Supported by (vendor name or court)**	**Age of the Current System**	**Replacement Date/ Strategy**
		Disconnected Scanning b) Citation Scanning, image and data feed to CMS for case initiation	System	OSAM/Hyland /JC Staff b) ACS, IT Staff	b) 11 years	b) Migration of stored images to Hyland OBOL system, est. 4 years
	Justice Courts	Hyland OnBase/OBOL	Court CMS, AZ TurboCourt	OSAM/Hyland /JC Staff	6 years	Update to latest version scheduled for 2020
Integration (ASC3) – Electronic Data Sharing with County/City Law Enforcement	Judicial Branch	Various data feeds amongst multiple justice agencies through the iCJIS MQ infrastructure using IBM Web Sphere MQ Series T-SQL, ASP, XML, MQ Services	iCIS, iCJIS, Public Defender, Attorney General, County Attorney, MSCO, others		16 years	As Needed
Integration (ASC3) – electronic data sharing with county/city law enforcement	**Judicial Branch:** Superior Court Adult Probation Juvenile Court	Various data feeds amongst multiple justice agencies through the iCJIS MQ infrastructure using IBM Web Sphere MQ Series. T-SQL, ASP, XML, MQ Services Send court info to ICJIS. Also integrates with TASC.	iCIS, iCJIS, Public Defender, Attorney General, County Attorney, MSCO, others	lCJIS and other agency IT staff	14 years	Some MQ feeds may be moved to web services in the future as the case management system is enhanced.
	Justice Courts	a) Electronic transfer of citations, long form information on Title 28 violations to MVD b) Electronic transmission to FARE with qualifying cases sent on to MVD for TTEAP hold				
	Judicial	Reports case information		Local Staff		CPOR -

Software Category	Local Applications					
Application Name	**Court Name**	**Description of the Application**	**Integrates with…**	**Developed or Supported by (vendor name or court)**	**Age of the Current System**	**Replacement Date/ Strategy**
	Branch: Justice Court	regarding Orders of Protection, Harassment cases to AOC				AZPOINT integration Implemented January 2020
Integration - Electronic Data Sharing/Reporting of Financials to Banking Institution	**Judicial Branch:** Justice Court	Reports disbursement information for all 26 Justice Courts to banking institution		Local Staff		No Plans
	Clerk of the Court	Data exchange between COSC IT systems and Chase Bank services including positive pay and daily reconciliation data		COSC ITG staff	<1 year	None
Jury Management System	**Judicial Branch:** Superior Court Justice Courts	AgileJury system		Maricopa County Judicial Branch IT staff and Avenu	9 years	Update
Court Web Site	**Judicial Branch:** Superior Court Justice Courts	Provides general information for participating courts. Daily calendar information and case disposition history information provided on court web-site. (Upgraded the Justice Court Internet page and working to complete Superior Court)		CTS IT staff	Upgrade completed in February 2018	FY20/21 planning to upgrade to CMS- Done
Court Intranet and Supporting Applications	**Judicial Branch:** Superior Court Justice Courts	Employee information web portal	iCIS, HR, Other County Websites	CTS IT Staff	13 years	Upgraded as needed
	Judicial Branch: Superior Court	Court wide intranet, Department publications, Employee portal	OnBase	CTS IT Staff	7 years	N/A
Interactive Voice Response	**Judicial Branch:**	Provides callers access to court information over the		ALTIVON and OET	5 years	No plans for replacement at

Software Category	Local Applications					
Application Name	**Court Name**	**Description of the Application**	**Integrates with…**	**Developed or Supported by (vendor name or court)**	**Age of the Current System**	**Replacement Date/ Strategy**
System (IVR)	APD	telephone.				this time
APD Web Page	**Judicial Branch:** Adult Probation	User navigation to services training, policy, manuals & productivity tools.		Maricopa Superior Court developed/local technology staff	10 years	Continual refresh / replace as needed
Tax Intercept Program	**Judicial Branch:** Adult Probation	A state standard system for reporting and collecting delinquent debt via DOR and AZ Lottery. T-SQL, ASP, XML, MQ Services, FTP, Crystal Reports 8.5	AZ Dept Revenue	CTS IT Staff	9 years	TBD
	Judicial Branch: Justice Courts Adult Probation	A state standard system for reporting and collecting delinquent debt via DOR and AZ Lottery.		CTS IT Staff	16 years	TBD
FTP Data Exchanges	**Judicial Branch:** Adult Probation	Share & receive data files and extracts i.e. DNA data; UA testing; financial data; booking and release data; et al.	Municipal police; private vendors; APETS; COSC; MCSO via MQ	Maricopa Superior Court developed/local technology staff	12 years	Live or MQ type possibly via ICJIS
Computer Aided Dispatch	**Judicial Branch:** Adult Probation	Proprietary app shared by MCSO for APD safety monitoring of agencies in field service.	Adult, Juvenile, Court Security	MCSO, and OET	8 years	RFI Viable replacement candidates currently in progress for FY21
Guardian		Tracking facility for juvenile inmates	iCIS	Codex	7 years	TBD

6. COMPARISON OF ENVIRONMENT TO ARIZONA JUDICIAL BRANCH ENTERPRISE ARCHITECTURE

The table below prompts you to identify any current technologies and products classified in the retirement and containment categories of the architecture. Beginning with the FY08 plan, COT requires that a project be defined for the removal/replacement or any item listed in the "retirement" category within plan period. Items in the "containment" category can have no additional use without exception being granted by COT. The next stop on the lifecycle is retirement; therefore, further investment is unwise and serves to make removal/replacement only more difficult and expensive.

The complete, updated table appears on the COT website at http://www.azcourts.gov/cot/EnterpriseArchitectureStandards.aspx. Where there are unique, local undertakings that cannot be leveraged, a court is free to go beyond the standards set in the table. When sharable modules related to core applications are developed, the standards must be followed.

JUDICIAL BRANCH – SUPERIOR COURT

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
		Applications & Tools		
User Interface Delivery Method for Public Access	Internet Explorer ≤6	Internet Explorer	IE 11.0 and above, Google Chrome 10.x, Mozilla Firefox 3.6 and above, Safari 5.0 and above	Deprecating systems that require IE 11.0 either by converting to iCISng, and creating browser agnostic platforms
User Interface Delivery Method for Business Applications	Character based	Silverlight	Internal Web Enabled Applications. We support IE 11	Deprecating or converting any appli-cations requiring IE 11
Electronic Document Management	Hyland OnBase <14	Hyland OnBase 15	MCJC OnBase 17	

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Document Imaging	Kofax Card (SCSI)	Kofax Ascent Capture		
Report Writer for Ad Hoc Reporting	Crystal <10 MS-SSRS ≤2005	Crystal ≤10 MS-SSRS 2008	SQL Server Queries, exported to Excel Office 365 for ad hoc reports	Converting to SSRS, project in progress, estimated completion is FY21
Report Writer for Business Application Reports	Crystal <10 MS-SSRS ≤2005	Crystal 10 MS-SSRS 2008	Crystal 8.5 (moving MS-SSRS 2016)	FY21 Project to convert to SSRS is currently in progress
Development Languages	ASP (Classic), COBOL, JAM, RPG	Java (on a business case need basis), .NET Framework ≤V3.X, Silverlight, Windows Workflow Foundation	Moving to ASP.NET and C# 3.5/4.5 .NET v4	FY21 Conversion to .NET in progress
Development Environment	Visual Studio ≤2012, Visual Studio 6	Visual Studio 2015, PowerBuilder, MS-Access, Panther	Visual Studio 2012 Team Suite, Visual Studio 2012 Ultimate, JIRA	
Source Control	Aldon		TFS 2016	Migrated to TFS 2016
Code Generation	Alachisoft	Visible Developer	N/A	
		Office Productivity Tools		
Word Processing	Word ≤2010	Word 2013	Office 365	Complete FY20

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Spreadsheet	Excel <2010	Excel 2013	Office 365	
Presentation	PowerPoint ≤2010	PowerPoint 2013	Office 365	
Local Standalone Database	MS-Access ≤2010	Access 2013		FY20 Moving to Office 365 FY21 for departments still using Access
E-mail Client	Outlook ≤2010 GroupWise (unsupported)	Outlook 2013 GroupWise (supported)	Office 365	O365 FY20
Instant Messaging		MS-Live Communication Server, Lync, Skype for Business 2013	Skype for Business Office 365	
Collaboration		Live Communication Server, SharePoint Server ≤2013, Google Apps	Office 365 SharePoint 2016 FY20-MS Teams	
Distance Learning		Centra	N/A	Office 365 Complete FY20

Data Architecture

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
DBMS	SQL Server <2012	SQL Server 2012	SQL Server 2008 R2, 2012 R2 2014, 2016, 2019	FY20 - Lower environments on SQL 2016 compatibility mode, Production to be upgrade after successful migration of DB to Phx IO
Data Warehouse DBMS	SQL Server <2012	Informix XPS, SQL Server 2012	N/A	FY21 Migration to SQL 2016
Data Exchange Model		Fixed format, XML homegrown	Fixed format, XML homegrown	
e-Mail Encryption		S/MIME		
		Networks and Platforms		
Client Operating System	Windows ≤Vista and Windows 8	Windows 7 and 8.1	Windows 7, 8.1, 10	Currently migrating client machines to Windows 10 as either part of the 0365 migration, hardware replacement, or DRP
Server & Network Operating Systems	OS/400, Windows ≤2008 R2	Windows Server 2012	Win Server 2008 R2, 2012 R2, 2016	In FY20 continue to upgrade all servers to 2016 and Hyper-V for VMs
Mobile Operating Systems	BlackBerry O/S		Android Apple IOS	

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
		Shared Services		
Component Service Layer		Services (previous version), DCOM, ASP (classic), Remoting	COM +, C# 3.5, WCF	FY21 Migration away from classic ASP in progress
Remote Access Through Internet by employees or contractors	ipsec/AnyConnect		N/A	
Remote Access Through Internet by vendors or trusted partners	ipsec/AnyConnect; TeamViewer n-2 version	TeamViewer n-1 version		
		Message Transport Middleware		
Message Transport	MQ ≤V7.1	MQ V7.5/V8.0	MQ 9.0.0	
Data Transformation	Data Junction, MQSI, DTS	Cloverleaf, WMB V8.0, BizTalk	SSIS	
Data Routing/Publish and Subscribe	MQSI	Cloverleaf, WMB V8.0, BizTalk	N/A	
File Transfer, Transactional and Scheduled Production (Mission Critical)	FTP (intercourt and using public Internet), MQ ≤7.1	SFTP (intracourt only), MQ V7.5/8.0	SFTP and MQ 9.0.0	
File Transfer, Production Non-Transactional and Ad	MQ ≤7.1, FTP	MQ V7.5/8.0	MQ 9.0.0	

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Hoc (Not Mission Critical and Not Sensitive)				

CLERK OF THE SUPERIOR COURT

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
		Applications & Tools		
User Interface Delivery Method for Public Access	Internet Explorer ≤6	Internet Explorer	Browser based IE 11 and above	
User Interface Delivery Method for Business Applications	Character based	Silverlight	Browser based IE 11 and above, Chrome	Replacement of character-based, legacy RFR application occurred November 2019.
Electronic Document Management	Hyland OnBase <14	Hyland OnBase 15	Hyland OnBase 18	Upgrade to new version as needed.
Document Imaging	Kofax Card (SCSI)	Kofax Ascent Capture	Kofax Ascent Capture, OnBase Capture	
Report Writer for Ad Hoc Reporting	Crystal <10 MS-SSRS ≤2005	Crystal ≤10 MS-SSRS 2008	SSRS 2016, Power BI	

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Report Writer for Business Application Reports	Crystal <10 MS-SSRS ≤2005	Crystal 10 MS-SSRS 2008	SSRS 2016, Power BI	
Development Languages	ASP (Classic), COBOL, JAM, RPG	Java (on a business case need basis), .NET Framework ≤V3.X, Silverlight, Windows Workflow Foundation	Visual Basic 6, ASP, ASP.net, C#, Angular, TypeScript	Informix 4GL retired November 2019.
Development Environment	Visual Studio ≤2012, Visual Studio 6	Visual Studio 2015, PowerBuilder, MS-Access, Panther	Visual Studio 2008 Visual Studio 2010 Visual Studio 2013 Visual Studio 2015	2008 and 2010 to 2015 in FY21
Source Control	Aldon		TFS 2013	
Code Generation	Alachisoft	Visible Developer	N/A	
		Office Productivity Tools		
Word Processing	Word ≤2010	Word 2013	Word 2013	Upgrade to O365
Spreadsheet	Excel <2010	Excel 2013	Excel 2013	Upgrade to O365
Presentation	PowerPoint ≤2010	PowerPoint 2013	PowerPoint 2013	Upgrade to O365

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Local Standalone Database	MS-Access ≤2010	Access 2013	Access 2013	Upgrade to SQL Server
E-mail Client	Outlook ≤2010 GroupWise (unsupported)	Outlook 2013 GroupWise (supported)	Outlook 2013	Upgrade to O365
Instant Messaging		MS-Live Communication Server, Lync, Skype for Business 2013	Skype for Business	
Collaboration		Live Communication Server, SharePoint Server ≤2013, Google Apps		
Distance Learning		Centra		

Data Architecture

DBMS	SQL Server <2012	SQL Server 2012	SQL Server 2000/2005/2008/2014/ 2016	Current Projects to Migrate to SQL2016 by June 2021
Data Warehouse DBMS	SQL Server <2012	Informix XPS, SQL Server 2012		
Data Exchange Model		Fixed format, XML homegrown	XML, Fixed ASCII File Format	
e-Mail Encryption		S/MIME		

Networks and Platforms

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Client Operating System	Windows ≤Vista and Windows 8	Windows 7 and 8.1	Window 7, Windows 10	Upgrade to Win 10
Server & Network Operating Systems	OS/400, Windows ≤2008 R2	Windows Server 2012	Windows 2003/2008/2012, 2016, VMWare ESXi 6.5	Plan to migrate to Windows Server 2016 or later by Dec 2021, Unix systems retired Dec 2019
Mobile Operating Systems	BlackBerry O/S		IOS 12.x	
		Shared Services		
Component Service Layer		Services (previous version), DCOM, ASP (classic), Remoting	COM, WCF, C#	
Remote Access Through Internet by employees or contractors	ipsec/AnyConnect		Big Edge IP client (OET provided)	
Remote Access Through Internet by vendors or trusted partners	ipsec/AnyConnect; TeamViewer n-2 version	TeamViewer n-1 version		
		Message Transport Middleware		
Message Transport	MQ ≤V7.1	MQ V7.5/V8.0	MQ 8.x	
Data Transformation	Data Junction, MQSI, DTS	Cloverleaf, WMB V8.0, BizTalk	DTS, SSIS	

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Data Routing/Publish and Subscribe	MQSI	Cloverleaf, WMB V8.0, BizTalk	N/A	
File Transfer, Transactional and Scheduled Production (Mission Critical)	FTP (intercourt and using public Internet), MQ ≤7.1	SFTP (intracourt only), MQ V7.5/8.0	SFTP, MQ 8.x	
File Transfer, Production Non-Transactional and Ad Hoc (Not Mission Critical and Not Sensitive)	MQ ≤7.1, FTP	MQ V7.5/8.0	SFTP	

ATTACHMENT 1
CHANDLER MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2021-2023

INTRODUCTION

In the past the courts in Maricopa County have submitted a single, consolidated Information Technology Strategic Plan document each year. Business leaders met to discuss current technology issues facing their courts, to determine the business drivers impacting technology, and recommend a priority for technology projects. Technical resources likewise submitted details about local projects and inventory to the superior court planning contact for inclusion in a master document for publication and approval. As a result of changes authorized by the Commission on Technology in 2014, municipal courts in the county have been authorized to submit plans directly to the Administrative Office of the Courts to appear as attachments to the document submitted by the Superior Court and Justice Courts. This plan covers only the activities of Chandler Municipal Court in Maricopa County.

PLANNING METHOD AND PARTICIPANTS

This is a three (3) year technology strategic plan for the Chandler Municipal court covering the period from January 2019 through June 2021. The following individuals from the court and city were involved in formulating the plan:

CHANDLER MUNICIPAL COURT in MARICOPA COUNTY	
Name	Title
David R. Fuller	Presiding Judge
Danny Davis	Court Administrator
Daniel Bowman	Court Business Systems Analyst
Rachelle Faherty	IT Applications Manager
Andrew Fornek	IT Sr. Programmer/Analyst
Mitchell Robinson	IT Security Administrator
Andy Sandoval	IT Principal Systems Specialist

A. COUNTY- AND CITY-LEVEL BUSINESS AGENDAS, INITIATIVES, AND PRESSURES

The county and its associated agencies as well as the city and its associated agencies have identified strategic business goals, initiatives, and pressures that relate to the court as follows:

-

STRATEGIC AGENDAS
Promoting Access to Justice - *Ability to e-file motions* - *Educational materials provided on website about case processes and flowcharts outlining case steps with options.* - *Improve video capability for video hearings.*
Improving Court Processes to Better Serve the Public - *Automate the data transference between Chandler Municipal Court and Chandler PD.* - *Leverage CJIS' ability to store and handle more case related documents generated within the system.* - *Upgrade and redefine CJIS Architecture* - *Install wireless internet access for both public and staff use.*
Enhancing Professionalism within Arizona's Courts - *Acquire tablets and configure them function as translating devices.* - *Upgrade existing Ethernet cabling to Cat 6. Upgrade network switches to accommodate new cabling.* - *Explore solutions to automate warrant validation report and final disposition report from PD/DPS.* - *Review Case Management System processes as they are currently implemented.*

B. LOCAL COURT STRATEGIC AGENDAS, INITIATIVES, AND BUSINESS PRESSURES

The court supports ***JUSTICE FOR THE FUTURE: PLANNING FOR EXCELLENCE 2019-2024*** and its vision to increase the public's trust in the court system, to inspire confidence that individual rights are being protected, and to ensure that all citizens are being treated fairly. This strategic agenda was released in July 2019 at the direction of the judiciary's new chief justice. It remains consistent

with the previous ***ADVANCING JUSTICE TOGETHER*** vision and encompasses five broad goals, each associated with several key strategic business needs. The goals are

1. Promoting Access to Justice;
2. Protecting Children, Families, and Communities;
3. Promoting Judicial Branch Excellence and Innovation;
4. Enhancing Professionalism within Arizona's Courts; and
5. Promoting Public Trust and Confidence.

The complete strategic plan is available at:
https://www.azcourts.gov/AZ-Courts/Strategic-Agenda.

COURT/LOCAL AGENCY NAME	STRATEGIC AGENDA	TECHNOLOGY RESPONSE
Chandler Municipal Court	Improving Access to Justice - *Upgrade the ability to e-file motions with the Court.*	Create a web-based system for attorneys and parities to be able to login to file motions with the Court.
Chandler Municipal Court	Improving Access to Justice - *Implement systems for video hearings.*	Create a system for holding hearings remotely via WebEx between judges and petitioners/respondents/attorneys.
Chandler Municipal Court	Improving Court Processes to Better Serve the Public - *Automate the data transference between Chandler Municipal Court and Chandler PD.*	Investigating the automation of Warrant data transfer to Chandler Police Department.
Chandler Municipal Court	Improving Court Processes to Better Serve the Public - *Upgrade and redefine CJIS Architecture.*	Enhance security and improve architecture, communications, data flow and processes through the reengineered application/ data server infrastructure.
Chandler Municipal Court	Improving Access to Justice - *Install wireless internet access for both public and staff use.*	Wireless internet access will enable staff to work in areas without adequate Ethernet outlets. The public can be provided access as a convenience and a QOS improvement.

COURT/LOCAL AGENCY NAME	STRATEGIC AGENDA	TECHNOLOGY RESPONSE
Chandler Municipal Court	Enhancing Professionalism within Arizona's Courts - *Acquire and configure tablets to function as translating devices.*	These devices will allow our staff to communicate with defendants in their native language, in case we don't have an interpreter available.
Chandler Municipal Court	Improving Access to Justice - *Educational materials provided on website about case processes and flowcharts outlining case steps with options.*	These additions to the court website will allow court patrons to make better informed decisions about case processes.
Chandler Municipal Court	Enhancing Professionalism within Arizona's Courts - *Upgrade existing Ethernet cabling to Cat6. Upgrade network switches to accommodate new cabling.*	Enhancing the speed of our intranet will allow for better quality and higher capacity communications. It will allow for the use of in-building high quality video conferencing.
Chandler Municipal Court	Enhancing Professionalism within Arizona's Courts - *Review Case Management System processes as they are currently implemented.*	Reviewing the court's Case Management System allows administrators to identify inefficiencies and best practices which can be modified or better utilized throughout the system. Document indexing being an explored upgrade technique.
Chandler Municipal Court	Enhancing Professionalism within Arizona's Courts - Automate nCourt payments through case management system	Finish functionality of nCourt integration so that after a receipt is generated, so it is automatically processed by our Case Management System.

C. CURRENT TECHNOLOGICAL ENVIRONMENT

This section summarizes both the statewide and local hardware and software environment. Hardware includes mainframes, servers, desktops, and other peripherals. Software includes statewide applications, local software and desktop productivity tools.

HARDWARE

Listed below are the total of the number of desktops, laptops and network printers in Chandler Municipal Court.

Description	Total Count
Desktop total	67
Laptop total**	6
Thin clients	0
Tablet total	3
Network printer total	26

These totals address "specialized uses" of some PCs in the court:

Description	Total Count
Public Access PCs	3
PCs in the Courtroom**	7
Thin Client in the Courtroom	0
PCs in the Chambers**	5
PCs used for ACJIS	0
Imaging PCs	1

**Judicial Officers utilize laptops with docking stations in Chambers and on the courtroom bench. These devices are excluded in the count of PCs in the Courtroom.

There are a total of 2 virtual Red Hat Enterprise Linux servers at the court or for court use at the city. There is 1 Microsoft Windows Server 2016 Standard.

There are 2 Physical Virtualization Infrastructure Servers.
There is 1 Cisco UCS Physical Compute server

The Network Operating Systems (NOS) is Microsoft Windows Server 2016 Standard.

SOFTWARE

Appendix A identifies all the software used in the court including any state-provided applications such as AJACS, AZTEC, APETS, TIP, JOLTS, and any word processing, spreadsheet, report writing, and other database or other tracking applications.

D. INFORMATION TECHNOLOGY STRATEGIC PROJECTS

This section identifies each statewide and local strategic project in which the court participates or will actively be pursing over the next three years. For those projects primarily supported at the state level, it will identify project status and describe the local courts' planned participation and note any related, independent future plans. For independent but complimentary local projects, additional details on resources and future plans are included.

This section also includes information for independent technology projects which are not primarily supported by state resources. Information on these projects includes showing alignment to both statewide and local technology strategic initiatives and enterprise architecture standards. Any technologies or products appearing in the "Retirement" column of the Enterprise Architecture standards table have a corresponding migration or replacement project identified.

The statewide strategic technology priorities as assigned by the Commission on Technology, are as follows:

10. Production Support (incl. bug fixes, req'd chgs)
11. Manage & Improve Security (incl. COOP rvw)
12. Finish Core System Deployments (GJ/ LJ)
13. Mitigate Aging Technology Risk
14. Increase Revenue Flow (FARE, eAccess, eFiling)
15. Increase Data Utilization (ex. access & BI)
16. Public Facing Services (eFiling, eAccess, eNotification, ODR)
17. Integrate Systems to Improve Productivity and Capability
18. Enhance Core Systems with New Functionality

COT members also reaffirmed the importance of existing strategic projects and placed them in the general priority set indicated below:

- Deploy New eFiling Case Types
- Deploy LJ Judge Automation
- Expand Automated Notifi-cation Capability
- JOLTSaz Dependency & Officer UI
- AJACS - AZTEC Replacement
- Data Analysis/Reporting
- eWarrant System
- New Appellate CMS Setup
- CPOR 2 Implementation
- FARE Implementation for Non-Standard Courts

- eCertification
- Justice Court eFiling
- FARE - Infrastructure Port
- Online Dispute Resolution
- Mental Health Repository
- Move AJACS Superior Courts to V6.1
- LJ PSA Automation
- Conditions of Release Tracking
- Data Access Portals
- Digital Evidence

* Note: Not all projects apply all courts in the state.

COURT IT ACCOMPLISHMENTS CY2019

This section lists the accomplishments of the court in information technology projects from January 2019 to January 2020.

CHANDLER MUNICIPAL COURT ACCOMPLISHMENTS

STRATEGIC PROJECT (State or Local)	PROGRAM / PROJECT	DESCRIPTION	LOCAL ACCOMPLISHMENT
Local	nCourt Online Payments	Deployed a communications solution with our online payments provider (nCourt), to send case financial information and receive data from their system.	Developed a live communication tool (web service) to send and receive information from and to nCourt, regarding defendant's payment data.
Local	Digital Storage	Install a local storage server/solution as main centralized repository for courtroom's audio recordings and digital evidence.	Installed and configured server and allowed access to courtroom computers exclusively to store audio recordings and digital evidence.
Local	EDMS	Leverage CJIS' ability to store and handle more case related documents generated within the system.	Channeled the creation and storage of documents within CJIS creating a relationship between each document and the case that it belongs to.
Local	Self Service	Install self-service kiosks for Customer's access to forms, dockets, and data.	Leverage the availability of web services that securely connect clients to our CJIS data, to allow defendants to fill up OPIH forms, sign in, and generate a records request, amongst others.
Local	Panic Button	Integrate a duress button solution to our current video surveillance system	Installed Panic button which will trigger pop up notifications on the current ExacqVision Surveillance System

STRATEGIC PROJECT (State or Local)	PROGRAM / PROJECT	DESCRIPTION	LOCAL ACCOMPLISHMENT
Local	Presentation Systems	Install wireless presentation systems in our courtrooms, to facilitate the display of digital evidence when required during proceedings.	Improved our current system, by utilizing wireless technology that will allow clerks to display digital evidence in the courtroom easily.
Local	Assisted Listening Devices	Upgrade the Assisted Listening Devices throughout the building.	New iDSP Advanced Level III RF Systems have been installed.
Local	Audio Recording System	Reconfigure and improve the audio system / recording system in the courtrooms.	A digital solution that is controlled by an iPad has been deployed in our courtrooms; the iPad allows managing the audio system more accurately.
Local	Automatic Notifications	Automated notification system for defendants and attorneys through SMS to mobile phone and automated voice messages to landlines for upcoming/missed court dates and payments.	After testing and a pilot phase, the system was rolled out successfully on March 2018
Local	Digital Signage	Install digital signage throughout the courthouse in public access areas.	Digital signage has been installed and maintained throughout the courthouse including waiting areas and outside of courtrooms.

ATTACHMENT 1
CHANDLER MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2021-2023

COURT PROJECTS MASTER LIST

This section collects all information technology project-related information for all the court during calendar year 2015. Projects listed include both those in support of statewide efforts as well as independent strategic technology projects that support the court's strategic initiatives independent from the statewide projects.

STATEWIDE PROJECT PARTICIPATION

Strategic Project Name / Phase	Brief Project Description	Related Statewide Project	Participation Scheduling	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
Implement e-Filing System for Attorneys	Creating and launching a web-based system enabling attorneys to file motions with the court.	Electronic Filing	Among the last	FY22	Conceptual	

OTHER LOCAL INDEPENDENT PROJECTS

Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
nCourt Payment Automation	Allow for nCourt receipting to integrate with CJIS and automate the process going through case processing.	FY22	Underway	
Video Capability for Hearings	Research and implement video conferencing technology with publicly available service. Cisco WebEx conferencing with public will allow for hearings to be done remotely.	FY21	Underway	
Automatic Warrants	Automate data transference between Chandler Muni Court and Chandler PD. Explore solutions to automate warrant validation report and final disposition report from PD/DPS.	FY22	Conceptual	
Case Management System Architecture Upgrade	Upgrade existing CJIS database management system from Progress to SQL.	FY23	Conceptual	
Wireless Internet Access	Install wireless internet access for both public and staff use.	FY21	Conceptual	
Tablets as Translating Devices	Procure and configure a tablet for each courtroom that will have software capable of taking voice input and giving a translated output.	FY22	Conceptual	

Public Educational Materials	Educational materials provided on website about case processes and flowcharts outlining case steps with options.	FY21	Conceptual	
Upgrade Ethernet Wiring	Upgrade existing Cat 5 ethernet cabling to Cat 6. Upgrade network switches to accommodate the new cabling.	FY22	Conceptual	
Case Management System Review	Review case management system processes as they are currently implemented. Create relational document indexing system. Identify best practices and areas for improvement with Case Management System integration.	FY21	Conceptual	

D. 1. MAJOR STATEWIDE INITIATIVES AND PLANNING/IMPACT INFORMATION

The tables below provide Commission on Technology with visibility into the demand for the new technology initiatives that require long-range preparation and may have significant impacts on local infrastructures, resources, and training requirements. Courts should consider high-level impact perspectives that factor into their participation in statewide systems and initiatives.

STATEWIDE INITIATIVE

LJ Judge Automation
(Limited Jurisdiction Courts Only)

Description:
Historically, court automation was significantly structured to take place in the back-office via a judicial administrative assistant, clerk, court information staff, or judicial officer. Current technology advances provide the opportunity to move away from paper and into the digital world. All technology enhancements introduce changes that have some impact on the court and court processes. The LJ AJACS application offers court staff and judicial officers the ability to use the court management system in the courtroom as well as in the back office. A case worksheet provided with AJACS gives quick access to the key components of court cases including ease of access to updating case information, checking financial information, the charges on the case, case status, and many other quick option features. The worksheet has collapsible sections to provide ease of visibility to detailed case information. The sections of the worksheet are secured so that a section cannot be expanded when the case information does not yet support its use.

The current AJACS Case Worksheet has been available to all LJ courts since their conversion from AZTEC. Numerous courts and judges use the Case Worksheet in the courtroom for real-time case processing and adjudication. Though the worksheet underwent detailed business analysis, development, and testing initially, the time has come to reassess its practical usability. A new Judge Automation Focus Group will assess worksheet modifications and enhancements necessary to speed the judicial process and further streamline case processing (both in the courtroom and back office). This focus group will provide valuable feedback and suggestions for module enhancements and development of new features.

Anticipated rollout timeline: Rollout accompanies each Statewide LJ AJACS implementation going forward. Judges and court staff were trained on the use of the worksheet prior to each court's AJACS implementation. Additional features and enhancements determined by the Judge Automation Focus Group are being targeted for analysis, design, and development beginning fall of 2019. Implementation will be accomplished as future AJACS releases are pushed out, beginning in Summer 2020.

1. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)	Matches LJ AJACS timeframe

2. General Importance or Impact to Your Court:

STATEWIDE INITIATIVE

Electronic Filing Case Types Expansion

Description:
Electronic Filing, better known as e-filing, comprises a set of software applications designed to communicate and interoperate with case management systems (CMSs), an online payment provider, and multiple electronic filing service providers. It enables attorneys and self-represented litigants to assemble, pay for, and submit case data and documents online to individual courts. It simultaneously provides a means for clerks to review and accept e-filed submissions within their respective CMSs before supplying the information to judges to prepare for and conduct court hearings. Once a submission is clerk-accepted with virtually the touch of a button, automated CMS docketing processes file the associated data and documents into official case files. Notifications indicating the status of the clerk's filing process are returned to the submitting attorneys and parties letting them know their case information is filed and documents are readily available for reference online.

Delivering case information online removes the need for clerks to manually enter case data and scan case documents into CMSs, which has been the norm for processing physical paper documents delivered over-the-counter for decades. The goal of this statewide initiative remains to enable the e-filing of all case types in all Arizona courts. As of June 2019, all general jurisdiction courts support civil case e-filing. Maricopa Superior Court continues updating its e-filing capability to accept and process case-initiating submissions.

As technologies evolve and more experience is gained, new concepts and approaches will be introduced to handle e-filing more efficiently and effectively. Equally important is reducing the cost of maintaining physical paper managed by each court. The current focus is to expand the implementation of e-filing by supporting additional case types.

Anticipated rollout timeline: Varies by level of court and case type. Protective Order Petition e-filing support must be in place by January 2020 to meet a legislated deadline. Family Law and Probate e-filing in the Superior Court and Regular Civil and Eviction Action e-filing in the Justice Courts are slated for delivery in calendar year 2020.

1. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)	3 -4 years

2. General Importance or Impact to Your Court:

Chandler Municipal Court is working Chandler IT on moving to an electronic file system by upgrading the CMS. We met the January 2020 deadline for Protection Orders. In addition, some of the tickets issued by the Chandler Police Department are e-filed.

STATEWIDE INITIATIVE

EXPANDING AUTOMATED NOTIFICATION CAPABILITIES

Description:
The Fair Justice for All Task Force's recommendations specify implementation of an automated, statewide, text notification system. This includes the capture, storage, and retrieval of cell phone number data fields in CMSs accompanied by appropriate permission and opt-out language for court users. Modifications have been made to the Arizona Traffic Ticket and Complaint (ATTC) that allow law enforcement to capture information used for notifications at the outset, or it can be added by court staff at any time. The system will be able to draw cell phone information from case management system databases and send out appropriate text messages and land line voice notifications regarding appearance dates and times, payment amounts due, or probation requirements.

Over time the features and coverage are being expanded to include support for various languages in text. By the end of 2019, text messages began to include the "azcourtpay.com" link. Expansion into additional languages, beginning with Spanish, will begin in first quarter 2020.

Anticipated rollout timeline: Available to limited jurisdiction courts with AJACS rollout, including voice notification on land lines in English. Non-AJACS courts, beginning with MCJC and Pima Superior, are obtaining access to the automated notification facility via local CMS integration.

1. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)	immediately

2. General Importance or Impact to Your Court:

Chandler Municipal Court is able to send text messages and email messages to parties.

STATEWIDE INITIATIVE

ELECTRONIC DOCUMENT CERTIFICATION

Description:
Electronic documents are now common in the day-to-day business of the court, relied upon by court staff, other justice-related agencies, and the public. AOs authorizing electronic filing stipulate that electronic submittals are considered "originals" for the purpose of court business. For ACAP courts, the central document repository (CDR) holds replicated court filings following acceptance by local clerks. Those documents are also available to filers and soon to the public, but for reference only. A move is underway to have clerks electronically certify the version of their record held in the CDR (or local repository for non-ACAP courts) as the official record of the court, on a record-by-record basis when that designation is requested.

The Clerk of the Superior Court in Maricopa County, a non-ACAP court, has constructed and piloted a certification system using a vendor product, TrueCertify, with OnBase TIF and PDF records. A certified document file locator number appears on each page to uniquely identify each e-certified record. Information within the locator number can be verified by the clerk's office if the integrity of the e-certified record is questioned. Raised-seal certified copies are provided at no charge whenever an e-certified record is rejected by a using agency. Beginning as a pilot in 2013, it expanded into full production use for certain types of documents in early 2018, adding marriage licenses at that time.

Mohave Superior Court investigated the Maricopa solution for use with OnBase and AJACS but developed an internal process for clerk's staff to attach necessary OnBase documents to a PDF, electronically file stamp them, then forward to the requesting agency. Documents are stored on the court's file server.

Anticipated rollout timeline: Maricopa solution is in production. The local, standalone pilot underway in Mohave with County Attorney and Attorney General is being followed by development work in AJACS to support a single, statewide solution for ACAP courts.

1. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)	1 – 2 years

2. General Importance or Impact to Your Court:

As Chandler Municipal Court moves towards an electronic file system, we will work with Chandler IT to ensure we are able to certify electronic files are the official record.

STATEWIDE INITIATIVE

ELECTRONIC WARRANT SYSTEM

Description:
The purpose of the eWarrant effort is to enable automated statewide arrest warrant processes for all Arizona jurisdictions to streamline the overall process though reliance on a single, trusted warrant repository in the state. The project is currently investigating various technical options. Provided sufficient funding can be obtained, following proof of concept and license negotiation with a key supporting vendor, the eWarrants Project will undertake full automation of existing warrant processes from end to end in a consistent manner throughout the entire State for courts and law enforcement agencies.

When a court issues or quashes a warrant, a CMS interface will electronically generate a transaction to be sent to the JWI system at DPS for law enforcement to act upon. Once the warrant has been executed by law enforcement and updated in JWI, the court will be electronically notified via AJACS. This round-trip process will keep warrant issues and servers in synch with each other and enable near-real-time notification between agencies on warrant-related activities, removing the guesswork that has plagued the paper system.

Anticipated rollout timeline: Workflow and AJACS development activities led to piloting with multiple jurisdictions at the end of 2019. Testing will continue into 2020 before a timeline is created for statewide rollout.

2. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)	1 – 2 years

2. General Importance or Impact to Your Court:

This is important to Chandler Municipal Court as we move towards creating an electronic CMS.

STATEWIDE INITIATIVE

DIGITIZING THE PROTECTIVE ORDER PROCESS

Description:
A 2002 effort determined the feasibility of centralizing the processes of protective order data management in Arizona so agencies and courts in the various jurisdictions across the state had equal access to orders on a consistent and timely basis. Legislated changes addressing deficiencies in the protective order process statewide coupled with the requirement to submit all civil protection orders served in Arizona to NCIC has driven the need for a single protective order system with participation from all 15 Arizona counties' courts and law enforcement agencies. This will ensure individuals restricted from buying guns will be entered into the federal NCIC database more consistently and timely which ultimately provides for better public safety.

Also, an integrated electronic system enables the public to electronically prepare their petition paperwork for filing rather than physically appearing at the court during business hours to complete a paper petition. The protective order project enables anyone in crisis with the help of a domestic violence victim's advocate, family/friend, or even by themselves to quickly and accurately submit paperwork electronically to an Arizona court from virtually any location. The related infrastructure changes also provide a technology basis for civil e-filing in limited jurisdiction courts statewide.

Anticipated rollout timeline: Legislation requires the central repository to be active by January 1, 2020. AJACS modifications will be completed to support that implementation date. Specifications have been provided to non-AJACS courts. Workarounds are being developed to enable use of the electronic repository for petitions still filed on paper.

1. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)	immediately

2. General Importance or Impact to Your Court:

STATEWIDE INITIATIVE

DATA ANALYSIS/REPORTING

Description:
Goal 3A of the chief justice's strategic agenda focuses on key data both judges and court managers need to perform their caseload and oversight functions, ensuring that data is accurate and readily available to make informed operations and policy decisions. As a starting point, MS SSRS reports from the AJACS CMS were developed to assist in managing caseloads relative to the published time standards. Unfortunately, these reports only reflected a moment in time and were produced only periodically rather than in real time as judges desire. Moving the time standard reports out of AJACS to a centralized dashboard facility using Microsoft's Power BI tool will enable judges to log in and see up-to-date performance. The PowerBI data visualization tool will also visually alert judges to items falling outside of time standards. The tool draws attention to outlying data points and enables drill-down capability to identify the largest contributors to delays using the underlying CMS data to drive decision making by court leaders.

Anticipated rollout timeline: A prototype time standards dashboard was unveiled at the October 2019 Court Leadership Conference for reaction and comment. Depending on magnitude of changes requested, the production version of that dashboard will be available to judges during the first quarter of 2020. The dashboard concept will be expanded over time to power other areas of data-based decision making in accordance with the strategic agenda.

2. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)	1 – 2 years

2. General Importance or Impact to Your Court:

STATEWIDE INITIATIVE

ONLINE DISPUTE RESOLUTION

Description:
Consistent with the goal of promoting access to justice and the recommendations of the Fair Justice Task Force, the Judicial Branch is working to reduce the time and expense in certain types of cases by allowing litigants to resolve disputes without ever coming to the courthouse. An online dispute resolution (ODR) system would facilitate evaluation, negotiation, and judicial decision in those case types. The AOC continues conducting proof-of-concept pilots in multiple courts to determine whether ODR is viable in helping to resolve cases as litigants negotiate through use of the on-line resource. Reports will then be made to AJC by participants in the pilots before any decision is made to expand ODR statewide.

Pilot courts Yuma Superior and Pinal Superior are addressing Family Law cases with the use of court mediators on requests to modify child support, visitation, and legal decision making. An agreement between the parties can be executed using electronic signatures now that AO 2018-78 sets aside Family Court Rules requiring use of a notary on all ODR agreements.

Scottsdale Municipal Court is piloting the ability to accept plea documents from the city prosecutor and defendant for the purpose of accepting telephonic pleas on misdemeanor cases. Maricopa Superior Court implemented a separate pilot for family and civil cases, called "Accountability and Enforcement Court (ACE)," in July of 2018 and now is piloting an online platform to settle credit card debt cases under $50K.

Anticipated rollout timeline:

Pilots will continue until March 2020 to allow the collection of additional data to assess what requirements should be made in a Request for Qualification (RFQ) which will be developed and released during Spring 2020.

2. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)	

2. General Importance or Impact to Your Court:

STATEWIDE INITIATIVE

LJ PUBLIC SAFETY ASSESSMENT AUTOMATION

Description:
This multi-phase project involves developing a fully automated process for answering the nine questions in the Public Safety Assessment (PSA) report which is currently prepared by pretrial officers for judges to use when establishing release conditions for persons arrested for crimes. The goal is to reduce the time it takes to complete a PSA allowing for the PSA to be used in additional limited jurisdiction courts which may not have pretrial services available to conduct the assessment. Phase One completed with pretrial staff still needing to verify certain answers or locate information to complete any unanswered questions to allow for all 9 PSA questions to be answered.

Pragmatica has been contracted to complete the next phase of the project that focuses on automatically triggering a request to conduct a PSA at the time a person is fingerprinted during the arrest/booking process and identifying the additional source information in court records or other criminal history information necessary to complete all 9 PSA questions in an automated fashion. Justice Web Interface (JWI) will continue to be the tool used for automated PSA reporting.

Some challenges that still must be addressed include the fact that not all court records are currently included in the AOC's public access database, out-of-state criminal records are not yet automatically evaluated, and failure to appear data is not always reported consistently in public access records.

Anticipated rollout timeline: Phase Two is just getting underway; no detailed tasks or timeline have been published yet for providing the PSA to limited jurisdiction courts.

1. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)	

2. General Importance or Impact to Your Court:

STATEWIDE INITIATIVE

DIGITAL EVIDENCE REPOSITORY

Description:
Following the recommendations of the chief justice's Digital Evidence Task Force, Commission on Technology's Technical Advisory Council crafted a range of possible solutions for handling digital evidence before narrowing their focus to a vendor-hosted cloud solution that could be implemented within two years. The solution as envisioned takes into account the total evidence lifecycle: enabling submission to the court of digital evidence, storage of digital evidence after submission to the court, and access to digital evidence by the court and litigants in connection with court proceedings. Clerks will be provided tools and services to manage digital evidence within the portal. Attorneys and self-represented litigants will have the ability upload evidence from personal devices and use tools to edit and redact before submission to the court.

The concept was reviewed in several presentations to subcommittees of the Arizona Judicial Council and to AJC itself. The consensus was to pursue the concept as the starting point in a process that would likely require several iterations as technology and practices mature.

Anticipated rollout timeline: A demonstration project is underway with a potential vendor to prove the cloud portal concept in two courts. Formal procurement will need to follow before statewide adoption is possible.

2. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)	

2. General Importance or Impact to Your Court:

D.2. LOCAL INFORMATION TECHNOLOGY STRATEGIC RESOURCES

This section provides high-level information about the technology spending and resources by court including all support provided by non-court entities like City IT.

Court	State Device Cost	Other Technical Cost	Number of:	
			Court FTE Technical Staff	City FTE Technical Support Staff
Chandler Municipal Court	0	$111,015	1	4.5

APPENDIX A. CURRENT ENVIRONMENT

1. COURT HARDWARE ENVIRONMENT

This appendix lists all court-owned hardware deployed, including mainframes, servers, desktops, and other peripherals.

Dept.	PC Operating System	PC Count	Replacement Date / Strategy	Laptop Operating System	Laptop Count	Tablet Operating System	Tablet Count	Thin Client	Replacement Date/ Strategy	# of Network /PC Printers
All	Windows 7/ Windows 10	55/12	7-yr cycle	Win 7/ Windows 10	0/6	iOS	3	0	7-yr cycle	26

2. HARDWARE FOR SPECIAL FUNCTIONS

Department	Number of				
	Public Access PCs	In Courtroom PCs	In Courtroom Thin Clients	In Chambers PCs	Imaging Workstations
All	3	7	0	5	1

3. LOCAL SERVER HARDWARE AND FUNCTION

Department	Server Hardware Type	Server Count	Operating System	Replacement Date/Strategy
All	Virtualized	2	RHEL 7.4 (Maipo)	5-year cycle
	ESXi	2	ESXi version 6.0/6.5	5-year cycle
	Virtual	1	Microsoft Windows Server 2016 Standard	5-year cycle

4. NETWORK ENVIRONMENT

Department	Number of Devices (PCs & Printers) on Network	Network Software (NOS)	Firewall brand/model	Other Security Provisions
All	26 Printers 69 PCs	Windows 2016	Palo Alto Networks Cisco ASA w Firepower IPS	Ivanti and WSUS Patch Management, McAfee Endpoint Security (ENS) Anti-virus, Cisco ASA VPN, Active Directory – LDAP, Perimeter Firewalls Cisco ISE

5. SOFTWARE ENVIRONMENT

This section identifies all the software used in the court by category or function. It includes the state-provided applications (such as AZTEC, TIP, PIMS, JOLTS, and APETS) and also any word processing, spreadsheet, report writing and other database or other tracking applications.

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Case Management System	Criminal Justice Information System (CJIS)	In-house developed case and financial management system	Police /Prosecutors /Photo Enforcement Vendor	Chandler Municipal Court and City IT Staff	1990	TBD
Calendaring		Part of CMS (CJIS)		Chandler Court and City IT staff	1990	TBD
Electronic Calendar Display System		Javascript - Docker application that pulls data live from the server and renders a static website on the digital signage installed in the lobby.	CJIS	Chandler Court and City IT staff	April 2019	TBD

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Exhibit Tracking						
Digital Recording	Liberty Digital Court Recorder	The Liberty Digital Court Recorder is a digital audio/video recording program designed to run on a standard PC		Liberty Digital Court Recorder	2017	TBD
Financials/ Cash Management System	CJIS	Part of CMS (CJIS)		CMC Staff / IT City Staff		TBD
File Tracking		Part of CMS (CJIS)		CMC Staff/IT City Staff	2002	TBD
CJIS Forms Generation	CJIS	CJIS allows automatic generation of sentencing documents, forms, orders and minute entries using imported CJIS data, WORD and XML		CMC staff and City IT staff	2007	See Chandler CMS

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Court Performance / Metrics Tracking Tool	CourTools	CourTools - Part of CMS and currently only reporting Measure 2,3 and 4 for DUI cases		City IT Staff	2012	See Chandler CMS
Electronic Storage (SAN, NAS, etc.)		EMC SAN AX4 / Cx4		City IT staff	2017	City IT call
Data Backup/ Recovery System	EMC Avamar	EMC Avamar 7.4 on DataDomain		EMC/City IT Staff	2016	City IT Call
E-mail Application	IBM Notes 10.0	IBM Notes 10.0		City IT staff	2018	City IT call
Report Writing Tool						
Problem and Change Management	Ivanti	Trouble Ticket and Change Management System		IT Service Desk/Ivanti vendor		Ongoing Upgrades
Software Configuration Management	Ivanti	Software deployment tool		IT Service Desk/Ivanti vendor		Ongoing Upgrades

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Systems Development Productivity Software						
Hardware & Software Asset Management	Ivanti			IT Service Desk/Ivanti vendor		Ongoing Upgrades
Procurement/ Materials Management	Oracle E-Business Suite	Oracle E-Business Suite Version R12		Enterprise City IT Staff	2001	N/A
Adobe Acrobat Reader	Acrobat	Adobe DC		Adobe Local PC	2014	City IT – Approved Release Update
Acrobat Professional	N/A					
Office Suite	MS Office 2010e	Word, Excel, PowerPoint		MS/local staff	2015	City IT call
Database(s)	Oracle, Progress, MS SQL	Oracle, Progress, Microsoft SQL		Vendor / IT Staff / Courts	1987	Continuous

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Project Mgmt Tracking	MS Project / Brightworks	Project Management Software		Vendor / IT Staff	2015	Continuous Upgrades
Timekeeping	Intellitime	Timekeeping Tracking	Oracle	Vendor / IT Staff	2009	Continuous Upgrades
Human Resources Software	Oracle HR-MS	Personnel Records Management and Financials	Everything	Vendor / IT Staff	2001	Continuous Upgrades
Virus Protection	McAfee	McAfee Endpoint Security (ENS)	End-Points	City IT staff	2017	City IT call
Fines, Fees and Restitution Enforcement Module for FARE Participation	FARE	Interface with integrated case and financial management system		CMC staff & City IT staff along with AOC & Xerox	2006	MQ will be upgraded on 2020
Tax Intercept Program (TIP)	TIP			CMC staff and AOC staff	2009	TIP functionality has been replaced with FARE

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Other Collections Tracking	N/A					
Web IVR Payment Systems	N/A					
Digital Audio for Courtroom Recording	Liberty Digital Court Recorder	The Liberty Digital Court Recorder is an audio/video recording program designed to run on a standard PC		Vendor	2017	
Video for Courtroom Recording	N/A					
Document Scanning and Imaging	N/A					
Electronic Document Management System	Application Xtender	EDMS Application. Currently stores OPIH related documents.	CJIS	Open Text	December 2020	TBD
Integration (ASC3) -		Officer Subpoenaing, Misdemeanor Warrants		CMC/CPD/City IT staff	1988	As needed

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
electronic data sharing with county/city law enforcement						
Integration (ASC4) - Electronic Data Sharing with City/County Prosecutor		City Prosecutor can initiate long form complaints and plea agreements that can then be accepted by the court		CMS/City Prosecutor/IT City staff	1987	As needed
Integration (ASC5) - Electronic Data Reporting of Citations/ Dispositions to MVD		CMC indirectly communicates thru Interim FARE the TTEAP Hold candidate and electronically reports traffic citation dispositions to the MVD thru the AOC		CMC Staff, AOC, Xerox (Interim FARE)	2011 for TTEAP Hold processing and since 2016 for electronic reporting to the MVD.	As needed

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Data Warehouse	CJIS/FARE	CMC cases in FARE are reported to the data warehouse		CMC Staff and AOC	2006	As Needed
Jury Management System	N/A					
Public Access		See Court Website Below				
Bulk Data by Subscription	N/A					
Court Intranet and Supporting Applications	N/A					

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Data Warehouse	See Response Above					
Public Access	See Response Above					
Bulk Data by Subscription	N/A					
Court Web Site		Part of the CMS (CJIS)		CMS & City IT staff	2007 and 2011 years for calendar information on the web and since 2016 for case disposition history information	As needed
Interactive Voice Response System (IVR)	N/A					
Hardware / Software Inventory	**Ivanti**			IT Service Desk/Ivanti vendor		
Timesheet	**See Timekeeping Response Above**					

6. COMPARISON OF ENVIRONMENT TO ARIZONA JUDICIAL BRANCH ENTERPRISE ARCHITECTURE

The table below prompts you to identify any current technologies and products classified in the retirement and containment categories of the architecture. Beginning with the FY08 plan, COT requires that a project be defined for the removal/replacement or any item listed in the "retirement" category within plan period. Items in the "containment" category can have no additional use without exception being granted by COT. The next stop on the lifecycle is retirement; therefore, further investment is unwise and serves to make removal/replacement only more difficult and expensive.

The complete, updated table appears on the COT website at http://www.azcourts.gov/cot/EnterpriseArchitectureStandards.aspx. Where there are unique, local undertakings that cannot be leveraged, a court is free to go beyond the standards set in the table. When sharable modules related to core applications are developed, the standards must be followed.

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Applications & Tools				
User Interface Delivery Method for Public Access	Internet Explorer ≤6	Internet Explorer	Internet Explorer 11.0.96	None – All current browsers supported
User Interface Delivery Method for Business Applications	Character based	Silverlight	Progress Openedge 11.7 and .NET 4.5	C# 4.5 Implemented in March 2018. Ongoing updates.
Electronic Document Management	Hyland OnBase <14	Hyland OnBase 15	Application Xtender 16.6	Continuous Upgrades
Document Imaging	Kofax Card (SCSI)	Kofax Ascent Capture	None	Exploring City solution which is HP Teleform v10.8

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Report Writer for Ad Hoc Reporting	Crystal <10 MS-SSRS ≤2005	Crystal ≤10 MS-SSRS 2008	StyleVision 2019 Rel 12 SP2 XML and FOP	N/A
Report Writer for Business Application Reports	Crystal <10 MS-SSRS ≤2005	Crystal 10 MS-SSRS 2008		
Development Languages	ASP (Classic), COBOL, JAM, RPG	Java (on a business case need basis), .NET Framework ≤V3.X, Silverlight, Windows Workflow Foundation	Progress Openedge v11.7 SP1, .NET 4.5 Node JS 8.9.4	Continuous Upgrade
Development Environment	Visual Studio ≤2012, Visual Studio 6	Visual Studio 2015, PowerBuilder, MS-Access, Panther	Progress Developer4.5.2 2017, Visual Studio 2015	Continuous Upgrade
Source Control	Aldon		SVN	Continuous Upgrade
Code Generation	Alachisoft	Visible Developer	Progress Development Studio 11.7 / Eclipse 4.5.2	Continuous Upgrade
Office Productivity Tools				
Word Processing	Word ≤2010	Word 2013	Word 2010	Currently slated with O365 rollout in the next 1 year
Spreadsheet	Excel ≤2010	Excel 2013	Excel 2010	Currently slated with O365 rollout in the next 1 year

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Presentation	PowerPoint ≤2010	PowerPoint 2013	PowerPoint 2010	Currently slated with O365 rollout in the next 1 year
Local Standalone Database	MS-Access ≤2010	MS-Access 2013	N/A	N/A
E-mail Client	Outlook ≤2010, Lotus Notes, GroupWise (unsupported)	Outlook 2013, Lotus Notes, GroupWise (supported versions)	IBM Notes 10.0.1 FP2	July 2020
Instant Messaging		MS-Live Communication Server, Lync, Skype for Business 2013	Sametime IBM Notes	N/A
Collaboration		Live Communication Server, SharePoint Server ≤2013, Google Apps		
Distance Learning		Centra	SABA (LEAF) Version U46	03/20/2020
Data Architecture				
DBMS	SQL Server ≤2012	SQL Server 2012	Oracle 12/13, Progress 11.7, MS SQL 2012 sp3	
Data Warehouse DBMS	SQL Server ≤2012	Informix XPS, SQL Server 2012	N/A	N/A
Data Exchange Model		Fixed format, XML homegrown	N/A	N/A

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
e-Mail Encryption		S/MIME	Proofpoint Protection Server 8.13.8	
Networks and Platforms				
Client Operating System	Windows ≤ Vista and Windows 8	Windows 7 and 8.1	Windows 7/Windows 10	Win7 will be upgraded to Win10 by July 1, 2020
Server & Network Operating Systems	OS/400, Windows Server ≤2008 R2, HPUX, RHEL 3	Windows Server 2012, RHEL 5	RHEL 7.4, Windows 2016, ESX 6/6.5	Ongoing
Mobile Operating Systems	BlackBerry O/S		IOS / Android / Windows	Ongoing
Shared Services				
Component Service Layer		Services (previous version), DCOM, ASP (classic), Remoting	Docker 18.03	
Remote Access Through Internet by employees or contractors	Ipsec/AnyConnect			
Remote Access Through Internet by vendors or trusted partners	ipsec/AnyConnect; TeamViewer n-2 version	TeamViewer n-1 version		
Message Transport Middleware				

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Message Transport	MQ ≤V7.1	MQ V7.5/V8.0	MQ 7.0	MQ 9.1 upgrade by FY20
Data Transformation	Data Junction, MQSI, DTS	Cloverleaf, WMB V8.0, BizTalk	N/A	
Data Routing/Publish and Subscribe	MQSI	Cloverleaf, WMB V8.0, BizTalk	N/A	
File Transfer, Transactional and Scheduled Production (Mission Critical)	FTP (intercourt and using public Internet), MQ ≤7.1	SFTP (intracourt only), MQ V7.5/8.0	SFTP (intracourt, vendor) MQ 7.0	N/A
File Transfer, Production Non-Transactional and Ad Hoc (Not Mission Critical and Not Sensitive)	MQ ≤7.1, FTP	MQ V7.5/8.0	N/A	

ATTACHMENT 2
GILBERT MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2021-2023

INTRODUCTION

In the past the courts in Maricopa County have submitted a single, consolidated Information Technology Strategic Plan document each year. Business leaders met to discuss current technology issues facing their courts, to determine the business drivers impacting technology, and recommend a priority for technology projects. Technical resources likewise submitted details about local projects and inventory to the superior court planning contact for inclusion in a master document for publication and approval. As a result of changes authorized by the Commission on Technology in 2014, municipal courts in the county have been authorized to submit plans directly to the Administrative Office of the Courts to appear as attachments to the document submitted by the Superior Court and Justice Courts. This plan covers only the activities of Gilbert Municipal Court in Maricopa County.

PLANNING METHOD AND PARTICIPANTS

This is a three (3) year technology strategic plan for Gilbert Municipal Court covering the period from January 2019 through June 2022. The following individuals from the court and city were involved in formulating the plan:

GILBERT MUNICIPAL COURT in MARICOPA COUNTY	
Name: David M. Cutchen Jr.	Title: Presiding Judge
Adam Walterson	Court Administrator
Susan Holliefield	Deputy Court Administrator
Kevin Shaw	Court IT Analyst

B. COUNTY- AND CITY-LEVEL BUSINESS AGENDAS, INITIATIVES, AND PRESSURES

The county and its associated agencies as well as the city and its associated agencies have identified strategic business goals, initiatives, and pressures strategic business goals, initiatives, and pressures that relate to the court as follows:

STRATEGIC AGENDAS
Prosperous Community - The Town of Gilbert takes pride in being a community with a family focus, special welcoming feel, outstanding service delivery, and firm commitment to retain its defining characteristics while it continues to grow. This strategic initiative provides direction to include livability considerations in all decision-making and service delivery. Gilbert Municipal Court's role in public safety in delivering justice services is critical to promoting a prosperous community through enhancing safety and accountability while protecting individual rights through access to fair justice.
Strong Economy – Gilbert is committed to attracting high paying STEM related-related industries and pursuing higher education opportunities and revitalizing aging areas to promote a strong economy and improve overall quality of life. Gilbert Municipal Court's role in public safety with respect to enforcement and accountability is rooted in tempered efforts to collect outstanding financial penalties through the lens of fair justice, thereby contributing to improved civic financial health.
Exceptional Built Environment - Gilbert is committed to ensuring well-maintained and sustainable infrastructure. Part of that commitment includes maintaining efficient & safe traffic flow and repairing infrastructure damaged in accidents. Gilbert Municipal Court's role in public safety and delivering justice services is part of maintaining Gilbert's infrastructure at the highest level, including

STRATEGIC AGENDAS
its electronic resources, while protecting individual rights and promoting access to justice.

B. LOCAL COURT STRATEGIC AGENDAS, INITIATIVES, AND BUSINESS PRESSURES

The court supports ***JUSTICE FOR THE FUTURE: PLANNING FOR EXCELLENCE 2019-2024*** and its vision to increase the public's trust in the court system, to inspire confidence that individual rights are being protected, and to ensure that all citizens are being treated fairly. This strategic agenda was released in July 2019 at the direction of the judiciary's new chief justice. It remains consistent with the previous ***ADVANCING JUSTICE TOGETHER*** vision and encompasses five broad goals, each associated with several key strategic business needs. The goals are:

6. Promoting Access to Justice;
7. Protecting Children, Families, and Communities;
8. Promoting Judicial Branch Excellence and Innovation;
9. Enhancing Professionalism within Arizona's Courts; and
10. Promoting Public Trust and Confidence.

The complete strategic plan is available at:
https://www.azcourts.gov/AZ-Courts/Strategic-Agenda.

COURT/LOCAL AGENCY NAME	STRATEGIC AGENDA	TECHNOLOGY RESPONSE
Gilbert Municipal Court	Prosperous Community	Improve access to the courts through transmission of Criminal & Traffic Data and access to documents to the AOC, further enhancing centralization and overall public safety.
Gilbert Municipal Court	Prosperous Community	Implement Phase II of *FullCourt Enterprise* enhanced protective orders processing – ingestion of data via automation
Gilbert Municipal Court	Prosperous Community	Implement Phase III of *FullCourt Enterprise* text messaging, expanding text messaging reminders concerning sentence compliance such as MADD and community

COURT/LOCAL AGENCY NAME	STRATEGIC AGENDA	TECHNOLOGY RESPONSE
		restitution.
Gilbert Municipal Court	Strong Economy	Development of an automated data exchange between *FullCourt Enterprise* and FARE for select cases where local collection efforts have become ineffective as a component of reasonable collections efforts that complement civic financial health.
Gilbert Municipal Court	Exceptional Built Environment	Continue to protect the Court's electronic resources by ensuring our hardware is supported and maintained with the latest updates and patches. The Court is migrating its test and production, application and database servers to a virtual environment.
Gilbert Municipal Court	Exceptional Built Environment	Implementation of Multi-Factor Authentication (MFA) to protect our electronic resources for court executives and enhanced users.

C. CURRENT TECHNOLOGICAL ENVIRONMENT

This section summarizes both the statewide and local hardware and software environment. Hardware includes mainframes, servers, desktops, and other peripherals. Software includes statewide applications, local software and desktop productivity tools.

HARDWARE

Listed below are the total of the number of desktops, laptops and network printers in Gilbert Municipal Court.

Description	Total Count
Desktop total	53
Laptop total	10
Network printer total	22

The operating system (OS) for the desktops and laptops are primarily Windows 10. The City IT maintains a 3-5 year refresh cycle for desktop devices.

These totals address "specialized uses" of some PCs in the court:

Description	Total Count
Public Access PCs Kiosk	2
PCs in the Courtroom	13
Judges' Chambers PCs	3
Imaging PC (OnBase - Bulk)	1
Courtroom Presentation PC	1
Public Access Docket Display PCs	2
Incoming Calls Queue Display PC	1

There are a total of 4 servers at the court or for court use at the city. Most of these servers have been virtualized and are running a Running on Dell PowerEdge R640 hardware with version 6.7 of VMware ESX

The Network Operating Systems (NOS) is Microsoft Windows Server 2016 r2 and/or Microsoft Windows Server 2012.

SOFTWARE

Appendix A identifies all the software used in the court including any state-provided applications such as AJACS, AZTEC, APETS, TIP, JOLTS, and any word processing, spreadsheet, report writing, and other database or other tracking applications.

D. INFORMATION TECHNOLOGY STRATEGIC PROJECTS

This section identifies each statewide and local strategic project in which the court participates or will actively be pursing over the next three years. For those projects primarily supported at the state level, it will identify project status and describe the local courts' planned participation and note any related, independent future plans. For independent but complimentary local projects, additional details on resources and future plans are included.

This section also includes information for independent technology projects which are not primarily supported by state resources. Information on these projects includes showing alignment to both statewide and local technology strategic initiatives and enterprise architecture standards. Any technologies or products appearing in the "Retirement" column of the Enterprise Architecture standards table have a corresponding migration or replacement project identified.

The statewide strategic technology priorities as assigned by the Commission on Technology, are as follows:

1. Production Support (incl. bug fixes, req'd chgs)
2. Manage & Improve Security (incl. COOP rvw)
3. Finish Core System Deployments (GJ/ LJ)
4. Continue to Mitigate Aging Technology Risk (Windows 2016, Windows 10 and virtualization)
5. Increase Revenue Flow (FARE, eAccess, eFiling)
6. Increase Data Utilization (ex. access & BI)
7. Public Facing Services (eFiling, eAccess, eNotification, ODR)
8. Integrate Systems to Improve Productivity and Capability
9. Enhance Core Systems with New Functionality

COT members also reaffirmed the importance of existing strategic projects and placed them in the general priority set indicated below:

- Deploy New eFiling Case Types
- Deploy LJ Judge Automation
- Expand Automated Notifi-cation Capability
- JOLTSaz Dependency & Officer UI
- AJACS - AZTEC Replacement
- eCertification
- Justice Court eFiling
- FARE - Infrastructure Port
- Online Dispute Resolution
- Mental Health Repository
- Data Analysis/Reporting
- eWarrant System
- New Appellate CMS Setup
- CPOR 2 Implementation
- FARE Implementation for Non-Standard Courts
- Move AJACS Superior Courts to V6.1
- LJ PSA Automation
- Conditions of Release Tracking
- Data Access Portals
- Digital Evidence

* Note: Not all projects apply to the limited jurisdiction courts in the state.

COURT IT ACCOMPLISHMENTS CY2019

This section lists the accomplishments of the court in information technology projects from January 2019 to January 2020.

GILBERT MUNICIPAL COURT ACCOMPLISHMENTS

STRATEGIC PROJECT (State or Local)	PROGRAM / PROJECT	DESCRIPTION	LOCAL ACCOMPLISHMENT
Local	FCE 7.3 Maint 4 Patch 5	FCE 7.3 Maint 4 Patch 5 has the NEW AOC-OOP merging codes.	Staff now has the ability to create advanced workflows for continuous process improvement and compliance with OOP new release.
Local	AOC - OOP	AOC will become the Holder of OOP – Records.	Gilbert is on NEW AOC-OOP process. Phase 1 establishing communication and document access was implemented on 01/01/2020.
Local	Virtual Machine – DB upgrade	Migrating from W2008 to W2016 server and utilizing VMware.	End of life of 2008 server support.
Local	SSL config Web server (Public Access)	Securing public web access (https://)	Updated SSL for Court Public access portal – secured.

ATTACHMENT 2
GILBERT MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2021-2023

COURT PROJECTS MASTER LIST

This section collects all information technology project-related information for all the court during calendar year 2015. Projects listed include both those in support of statewide efforts as well as independent strategic technology projects that support the court's strategic initiatives independent from the statewide projects.

STATEWIDE PROJECT PARTICIPATION

Strategic Project Name / Phase	Brief Project Description	Related Statewide Project	Participation Scheduling	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
CCR - Central Case Repository	Development of Criminal & Traffic Data transfer & document access to the Central Case Repository	Access to electronic documents	One of the last	FY23	Conceptual	
Enhanced Protective Orders Processing, Phase II	Enabling FullCourt CMS to ingest data from AZPOINT petition portal to populate data and documents, improving efficiency and securing full technological participation in the digitization of protective orders.	Protective Order Re-engineering	One of the last	FY21	Conceptual	Gilbert IT resources diverted to remote operational support for city due to COVID-19. Unknown delayed effect.
FullCourt Text Messaging, Phase III	Expanding text message notifications to include reminders about non-monetary requirements such as MADD and community service.	Automated Notifications	Early adopter	FY21	Conceptual	

OTHER LOCAL INDEPENDENT PROJECTS

Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
FARE	Development & implementation of data exchange with FARE for select cases where local collection efforts have become ineffective.	FY21	Underway	Gilbert IT resources diverted to remote operational support for city due to COVID-19. Unknown delayed effect.
Multi Factor Authentication	All users with system access beyond the frontline user will be required to utilize MFA to further enhance cyber security.	FY21	Planned	Gilbert IT resources diverted to remote operational support for city due to COVID-19. Unknown delayed effect.
Virtual Environment	Migrate the data base server to a virtual environment for a more effective way to upgrade, backup, and restore when needed.	FY20	Underway	Gilbert IT resources diverted to remote operational support for city due to COVID-19. Unknown delayed effect.

D. 1. MAJOR STATEWIDE INITIATIVES AND PLANNING/IMPACT INFORMATION

The tables below provide Commission on Technology with visibility into the demand for the new technology initiatives that require long-range preparation and may have significant impacts on local infrastructures, resources, and training requirements. Courts should consider high-level impact perspectives that factor into their participation in statewide systems and initiatives.

STATEWIDE INITIATIVE

LJ Judge Automation
(Limited Jurisdiction Courts Only)

Description:
Historically, court automation was significantly structured to take place in the back-office via a judicial administrative assistant, clerk, court information staff, or judicial officer. Current technology advances provide the opportunity to move away from paper and into the digital world. All technology enhancements introduce changes that have some impact on the court and court processes. The LJ AJACS application offers court staff and judicial officers the ability to use the court management system in the courtroom as well as in the back office. A case worksheet provided with AJACS gives quick access to the key components of court cases including ease of access to updating case information, checking financial information, the charges on the case, case status, and many other quick option features. The worksheet has collapsible sections to provide ease of visibility to detailed case information. The sections of the worksheet are secured so that a section cannot be expanded when the case information does not yet support its use.

The current AJACS Case Worksheet has been available to all LJ courts since their conversion from AZTEC. Numerous courts and judges use the Case Worksheet in the courtroom for real-time case processing and adjudication. Though the worksheet underwent detailed business analysis, development, and testing initially, the time has come to reassess its practical usability. A new Judge Automation Focus Group will assess worksheet modifications and enhancements necessary to speed the judicial process and further streamline case processing (both in the courtroom and back office). This focus group will provide valuable feedback and suggestions for module enhancements and development of new features.

Anticipated rollout timeline: Rollout accompanies each Statewide LJ AJACS implementation going forward. Judges and court staff were trained on the use of the worksheet prior to each court's AJACS implementation. Additional features and enhancements determined by the Judge Automation Focus Group are being targeted for analysis, design, and development beginning fall of 2019. Implementation will be accomplished as future AJACS releases are pushed out, beginning in Summer 2020.

2. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)	Not applicable, Gilbert uses Judges' notes & templates.

STATEWIDE INITIATIVE

LJ Judge Automation
(Limited Jurisdiction Courts Only)

2. General Importance or Impact to Your Court:

No Impact

STATEWIDE INITIATIVE

Electronic Filing Case Types Expansion

Description:
Electronic Filing, better known as e-filing, comprises a set of software applications designed to communicate and interoperate with case management systems (CMSs), an online payment provider, and multiple electronic filing service providers. It enables attorneys and self-represented litigants to assemble, pay for, and submit case data and documents online to individual courts. It simultaneously provides a means for clerks to review and accept e-filed submissions within their respective CMSs before supplying the information to judges to prepare for and conduct court hearings. Once a submission is clerk-accepted with virtually the touch of a button, automated CMS docketing processes file the associated data and documents into official case files. Notifications indicating the status of the clerk's filing process are returned to the submitting attorneys and parties letting them know their case information is filed and documents are readily available for reference online.

Delivering case information online removes the need for clerks to manually enter case data and scan case documents into CMSs, which has been the norm for processing physical paper documents delivered over-the-counter for decades. The goal of this statewide initiative remains to enable the e-filing of all case types in all Arizona courts. As of June 2019, all general jurisdiction courts support civil case e-filing. Maricopa Superior Court continues updating its e-filing capability to accept and process case-initiating submissions.

As technologies evolve and more experience is gained, new concepts and approaches will be introduced to handle e-filing more efficiently and effectively. Equally important is reducing the cost of maintaining physical paper managed by each court. The current focus is to expand the implementation of e-filing by supporting additional case types.

Anticipated rollout timeline: Varies by level of court and case type. Protective Order Petition e-filing support must be in place by January 2020 to meet a legislated deadline. Family Law and Probate e-filing in the Superior Court and Regular Civil and Eviction Action e-filing in the Justice Courts are slated for delivery in calendar year 2020.

2. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)	Next 12 months, but variable and coordinated with AOC implementation. The Gilbert Municipal Courts is currently e-filing and utilizing electronic filing services for e-citations only, but expansion to include e-filing of protective orders is a high priority

STATEWIDE INITIATIVE

Electronic Filing Case Types Expansion

2. General Importance or Impact to Your Court:

Significant Impact, we're committed to electronic access to the court.

STATEWIDE INITIATIVE

EXPANDING AUTOMATED NOTIFICATION CAPABILITIES

Description:
The Fair Justice for All Task Force's recommendations specify implementation of an automated, statewide, text notification system. This includes the capture, storage, and retrieval of cell phone number data fields in CMSs accompanied by appropriate permission and opt-out language for court users. Modifications have been made to the Arizona Traffic Ticket and Complaint (ATTC) that allow law enforcement to capture information used for notifications at the outset, or it can be added by court staff at any time. The system will be able to draw cell phone information from case management system databases and send out appropriate text messages and land line voice notifications regarding appearance dates and times, payment amounts due, or probation requirements.

Over time the features and coverage are being expanded to include support for various languages in text. By the end of 2019, text messages began to include the "azcourtpay.com" link. Expansion into additional languages, beginning with Spanish, will begin in first quarter 2020.

Anticipated rollout timeline: Available to limited jurisdiction courts with AJACS rollout, including voice notification on land lines in English. Non-AJACS courts, beginning with MCJC and Pima Superior, are obtaining access to the automated notification facility via local CMS integration.

2. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)	Not applicable, Gilbert Municipal Court is currently utilizing text notification through the Full Court Enterprise Case Management System.

STATEWIDE INITIATIVE

EXPANDING AUTOMATED NOTIFICATION CAPABILITIES

2. General Importance or Impact to Your Court:

No Impact

STATEWIDE INITIATIVE

ELECTRONIC DOCUMENT CERTIFICATION

Description:
Electronic documents are now common in the day-to-day business of the court, relied upon by court staff, other justice-related agencies, and the public. AOs authorizing electronic filing stipulate that electronic submittals are considered "originals" for the purpose of court business. For ACAP courts, the central document repository (CDR) holds replicated court filings following acceptance by local clerks. Those documents are also available to filers and soon to the public, but for reference only. A move is underway to have clerks electronically certify the version of their record held in the CDR (or local repository for non-ACAP courts) as the official record of the court, on a record-by-record basis when that designation is requested.

The Clerk of the Superior Court in Maricopa County, a non-ACAP court, has constructed and piloted a certification system using a vendor product, TrueCertify, with OnBase TIF and PDF records. A certified document file locator number appears on each page to uniquely identify each e-certified record. Information within the locator number can be verified by the clerk's office if the integrity of the e-certified record is questioned. Raised-seal certified copies are provided at no charge whenever an e-certified record is rejected by a using agency. Beginning as a pilot in 2013, it expanded into full production use for certain types of documents in early 2018, adding marriage licenses at that time.

Mohave Superior Court investigated the Maricopa solution for use with OnBase and AJACS but developed an internal process for clerk's staff to attach necessary OnBase documents to a PDF, electronically file stamp them, then forward to the requesting agency. Documents are stored on the court's file server.

Anticipated rollout timeline: Maricopa solution is in production. The local, standalone pilot underway in Mohave with County Attorney and Attorney General is being followed by development work in AJACS to support a single, statewide solution for ACAP courts.

STATEWIDE INITIATIVE ELECTRONIC DOCUMENT CERTIFICATION	
2. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)	3-4 years at the earliest. Currently not applicable. Gilbert is not a "paperless court" for the purposes of certification. Meaning we use electronic documents to facilitate work and can still provide paper documents where required
2. General Importance or Impact to Your Court: No Impact	

STATEWIDE INITIATIVE

ELECTRONIC WARRANT SYSTEM

Description:
The purpose of the eWarrant effort is to enable automated statewide arrest warrant processes for all Arizona jurisdictions to streamline the overall process though reliance on a single, trusted warrant repository in the state. The project is currently investigating various technical options. Provided sufficient funding can be obtained, following proof of concept and license negotiation with a key supporting vendor, the eWarrants Project will undertake full automation of existing warrant processes from end to end in a consistent manner throughout the entire State for courts and law enforcement agencies.

When a court issues or quashes a warrant, a CMS interface will electronically generate a transaction to be sent to the JWI system at DPS for law enforcement to act upon. Once the warrant has been executed by law enforcement and updated in JWI, the court will be electronically notified via AJACS. This round-trip process will keep warrant issues and servers in synch with each other and enable near-real-time notification between agencies on warrant-related activities, removing the guesswork that has plagued the paper system.

Anticipated rollout timeline: Workflow and AJACS development activities led to piloting with multiple jurisdictions at the end of 2019. Testing will continue into 2020 before a timeline is created for statewide rollout.

STATEWIDE INITIATIVE ELECTRONIC WARRANT SYSTEM	
3. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)	Variable and coordinated with AOC implementation. The Gilbert Municipal Court will continue to advance towards integration of an electronic warrant system and once a statewide timeline is established, we will partner with the agencies and vendors to ensure a timely and efficient rollout is implemented.
2. General Importance or Impact to Your Court: Significant Impact as the court recognizes the value of an electronic warrant system.	

STATEWIDE INITIATIVE

DIGITIZING THE PROTECTIVE ORDER PROCESS

Description:
A 2002 effort determined the feasibility of centralizing the processes of protective order data management in Arizona so agencies and courts in the various jurisdictions across the state had equal access to orders on a consistent and timely basis. Legislated changes addressing deficiencies in the protective order process statewide coupled with the requirement to submit all civil protection orders served in Arizona to NCIC has driven the need for a single protective order system with participation from all 15 Arizona counties' courts and law enforcement agencies. This will ensure individuals restricted from buying guns will be entered into the federal NCIC database more consistently and timely which ultimately provides for better public safety.

Also, an integrated electronic system enables the public to electronically prepare their petition paperwork for filing rather than physically appearing at the court during business hours to complete a paper petition. The protective order project enables anyone in crisis with the help of a domestic violence victim's advocate, family/friend, or even by themselves to quickly and accurately submit paperwork electronically to an Arizona court from virtually any location. The related infrastructure changes also provide a technology basis for civil e-filing in limited jurisdiction courts statewide.

Anticipated rollout timeline: Legislation requires the central repository to be active by January 1, 2020. AJACS modifications will be completed to support that implementation date. Specifications have been provided to non-AJACS courts. Workarounds are being developed to enable use of the electronic repository for petitions still filed on paper.

2. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)	Next 12 months, but variable and coordinated with AOC implementation. The Gilbert Municipal Court will continue to advance towards full integration of the protective order project and will partner with the AOC to ensure success of the project.

2. General Importance or Impact to Your Court:

Significant Impact, the court is committed to full participation in the digitized protective order process.

STATEWIDE INITIATIVE DATA ANALYSIS/REPORTING	
Description: Goal 3A of the chief justice's strategic agenda focuses on key data both judges and court managers need to perform their caseload and oversight functions, ensuring that data is accurate and readily available to make informed operations and policy decisions. As a starting point, MS SSRS reports from the AJACS CMS were developed to assist in managing caseloads relative to the published time standards. Unfortunately, these reports only reflected a moment in time and were produced only periodically rather than in real time as judges desire. Moving the time standard reports out of AJACS to a centralized dashboard facility using Microsoft's Power BI tool will enable judges to log in and see up-to-date performance. The PowerBI data visualization tool will also visually alert judges to items falling outside of time standards. The tool draws attention to outlying data points and enables drill-down capability to identify the largest contributors to delays using the underlying CMS data to drive decision making by court leaders. **Anticipated rollout timeline**: A prototype time standards dashboard was unveiled at the October 2019 Court Leadership Conference for reaction and comment. Depending on magnitude of changes requested, the production version of that dashboard will be available to judges during the first quarter of 2020. The dashboard concept will be expanded over time to power other areas of data-based decision making in accordance with the strategic agenda.	
3. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)	1-2 years, but variable and coordinated with AOC implementation. Once a statewide timeline is established for a digital dashboard we will work with our vendors and agencies to implement a new reporting system such as PowerBI.
2. General Importance or Impact to Your Court: Medium Importance	

STATEWIDE INITIATIVE

ONLINE DISPUTE RESOLUTION

Description:
Consistent with the goal of promoting access to justice and the recommendations of the Fair Justice Task Force, the Judicial Branch is working to reduce the time and expense in certain types of cases by allowing litigants to resolve disputes without ever coming to the courthouse. An online dispute resolution (ODR) system would facilitate evaluation, negotiation, and judicial decision in those case types. The AOC continues conducting proof-of-concept pilots in multiple courts to determine whether ODR is viable in helping to resolve cases as litigants negotiate through use of the on-line resource. Reports will then be made to AJC by participants in the pilots before any decision is made to expand ODR statewide.

Pilot courts Yuma Superior and Pinal Superior are addressing Family Law cases with the use of court mediators on requests to modify child support, visitation, and legal decision making. An agreement between the parties can be executed using electronic signatures now that AO 2018-78 sets aside Family Court Rules requiring use of a notary on all ODR agreements.

Scottsdale Municipal Court is piloting the ability to accept plea documents from the city prosecutor and defendant for the purpose of accepting telephonic pleas on misdemeanor cases. Maricopa Superior Court implemented a separate pilot for family and civil cases, called "Accountability and Enforcement Court (ACE)," in July of 2018 and now is piloting an online platform to settle credit card debt cases under $50K.

Anticipated rollout timeline:

Pilots will continue until March 2020 to allow the collection of additional data to assess what requirements should be made in a Request for Qualification (RFQ) which will be developed and released during Spring 2020.

3. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)	3-4 years, but yet to be determined. We are awaiting to hear from other State of AZ agencies on the successes and/or failures their ODR pilot programs.

2. General Importance or Impact to Your Court:

Minor Importance

STATEWIDE INITIATIVE

LJ PUBLIC SAFETY ASSESSMENT AUTOMATION

Description:
This multi-phase project involves developing a fully automated process for answering the nine questions in the Public Safety Assessment (PSA) report which is currently prepared by pretrial officers for judges to use when establishing release conditions for persons arrested for crimes. The goal is to reduce the time it takes to complete a PSA allowing for the PSA to be used in additional limited jurisdiction courts which may not have pretrial services available to conduct the assessment. Phase One completed with pretrial staff still needing to verify certain answers or locate information to complete any unanswered questions to allow for all 9 PSA questions to be answered.

Pragmatica has been contracted to complete the next phase of the project that focuses on automatically triggering a request to conduct a PSA at the time a person is fingerprinted during the arrest/booking process and identifying the additional source information in court records or other criminal history information necessary to complete all 9 PSA questions in an automated fashion. Justice Web Interface (JWI) will continue to be the tool used for automated PSA reporting.

Some challenges that still must be addressed include the fact that not all court records are currently included in the AOC's public access database, out-of-state criminal records are not yet automatically evaluated, and failure to appear data is not always reported consistently in public access records.

Anticipated rollout timeline: Phase Two is just getting underway; no detailed tasks or timeline have been published yet for providing the PSA to limited jurisdiction courts.

2. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)	3-4 years, the Gilbert Municipal Court would be willing to partner and participate in a Public Safety Assessment Automation (PSA) no cost program. However, the value is unknown at this time, so we would ask for guidance and direction from the AOC if this is worth pursuing.

2. General Importance or Impact to Your Court:

Minor Importance

STATEWIDE INITIATIVE

DIGITAL EVIDENCE REPOSITORY

Description:
Following the recommendations of the chief justice's Digital Evidence Task Force, Commission on Technology's Technical Advisory Council crafted a range of possible solutions for handling digital evidence before narrowing their focus to a vendor-hosted cloud solution that could be implemented within two years. The solution as envisioned takes into account the total evidence lifecycle: enabling submission to the court of digital evidence, storage of digital evidence after submission to the court, and access to digital evidence by the court and litigants in connection with court proceedings. Clerks will be provided tools and services to manage digital evidence within the portal. Attorneys and self-represented litigants will have the ability upload evidence from personal devices and use tools to edit and redact before submission to the court.

The concept was reviewed in several presentations to subcommittees of the Arizona Judicial Council and to AJC itself. The consensus was to pursue the concept as the starting point in a process that would likely require several iterations as technology and practices mature.

Anticipated rollout timeline: A demonstration project is underway with a potential vendor to prove the cloud portal concept in two courts. Formal procurement will need to follow before statewide adoption is possible.

3. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)	3-4 years, the Gilbert Municipal Court will continue to monitor the status of the digital evidence repository project and once a proof of concept is developed we will work with the vendors and agencies to design and implement a solution

2. General Importance or Impact to Your Court:

Minor Importance

D.2. LOCAL INFORMATION TECHNOLOGY STRATEGIC RESOURCES

This section provides high-level information about the technology spending and resources by court including all support provided by non-court entities like City IT.

Court	State Device Cost	Other Technical Cost	Number of:	
			Court FTE Technical Staff	City FTE Technical Support Staff
Gilbert Municipal Court	0	$581,078	1	0
Other Dept.	0	0	0	7

APPENDIX A. CURRENT ENVIRONMENT

1. COURT HARDWARE ENVIRONMENT

This appendix lists all court-owned hardware deployed, including mainframes, servers, desktops, and other peripherals.

Dept.	PC Operating System	PC Count	Replacement Date / Strategy	Laptop Operating System	Laptop Count	Tablet Operating System	Tablet Count	Thin Client	Replacement Date/ Strategy	# of Network/PC Printers
Administration	Windows 10	1	3-5 yr cycle	Win 10	6	Win 10	0	0	3-5 yr cycle	1
Clerk	Windows 10	34	3-5 yr cycle	Win 10	3	Win 10	0	0	3-5 yr cycle	16
Other	Windows 10	18	3-5 yr cycle	Win 10	1	Win 10	0	0	3- 5 yr cycle	5

2. HARDWARE FOR SPECIAL FUNCTIONS

Department	Number of				
	Public Access PCs	In Courtroom PCs	In Courtroom Thin Clients	In Chambers PCs	Imaging Workstations
Administration	5	14	0	3	1

3. LOCAL SERVER HARDWARE AND FUNCTION

Department	Server Hardware Type	Server Count	Operating System	Replacement Date/Strategy
	VMWare migration date 4/24/20 M1COURTDB02	1	Windows Server 2016 R2 Standard; Oracle 12c DBMS	5-7 year cycle/Windows Server 2012 (Replaced with Virtual Environment)
	VMware M1CRTAPP01 M1CRTTEST01	2	Windows Server 2016 R2 Standard	Windows Server 2012 (Replaced with Virtual Environment)
	VMWare M1CRTPA01	1	Windows Server 2012 R2 Standard	5-7-year cycle (Replaced with Virtual Environment)

4. NETWORK ENVIRONMENT

Department	Number of Devices (PCs & Printers) on Network	Network Software (NOS)	Firewall brand/model	Other Security Provisions
Administration	89	Win 10	Cisco Firewall	Windows update, Symantec Endpoint, VPN, FireWall

5. SOFTWARE ENVIRONMENT

This section identifies all the software used in the court by category or function. It includes the state-provided applications (such as AZTEC, TIP, PIMS, JOLTS, and APETS) and also any word processing, spreadsheet, report writing and other database or other tracking applications.

Application Category	Product Name	Description of the Application	Integrates with ….	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Case Management System	Full Court Enterprise	CMS / FCE 7.3 Maint 4 Patch 5		Justice Systems	updated 2/2020	Enhancements
Calendaring		Part of CMS		Justice Systems	6 Months	
Electronic Calendar Display System	Docket Display	Docket display in each lobby shows scheduled hearings for part of the day (AM, PM) and the courtroom.		GMC staff	5 years	When hardware fails
Exhibit Tracking	Full Court Enterprise	CMS / FCE 7.3 Maint 4 Patch 5		Justice Systems	6 Months	Enhancements
Digital Recording	CourtSmart					

Application Category	Product Name	Description of the Application	Integrates with ….	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Financials/Cash Management System	MUNIS	Town Wide Financial System		Tyler Technology	1 years	Town IT
File Tracking						
Forms	Full Court Enterprise	FCE (CMS) generates e-forms		Court Staff	6 Months	As Needed
e-Court (or i-Forms)						
Court Performance / Metrics Tracking Tool		Various performance metrics, for both judges and staff, developed in house using Crystal Reports.	CMS database	Court Staff	3 years	
Electronic Storage (SAN, NAS, etc.)		UNC Network Shares	Everything	IT staff	7 years	Town IT

Application Category	Product Name	Description of the Application	Integrates with ….	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Data Backup/ Recovery System	COMVAULT	COMVAULT for network shares, Oracle export for database		IT staff	5 years	Town IT
E-mail Application	O365	Cloud Host		IT Staff	Completed 12/19	Town IT
Report Writing Tool	Crystal /SSRS	Crystal v11/SSRS 2012		Court staff	Ongoing 5 years	
Problem and Change Management						
Software Configuration Management						

Application Category	Product Name	Description of the Application	Integrates with ….	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Systems Development Productivity Software	Eclipse + eGIT + Visual Studio	Eclipse (Java development), eGIT (configuration management), Visual Studio 2013		Open Source, Microsoft	Ongoing 3 years	As Needed
Hardware & Software Asset Management	SolarWinds Service Manager	Software to track hardware and software inventory		SolarWinds/IT staff	3/2020	Town IT
Procurement/ Materials Management						
Adobe Acrobat Reader	Adobe Acrobat	Adobe Reader DC		IT Staff	Current	Town IT
Acrobat Professional						
Office Suite	O365	Word, Excel, PowerPoint	Full Court Enterprise	Justice Systems	Ongoing 5 years	Town IT
Database(s)	Oracle	Oracle 12c	Crystal Reports, ODBC	Justice Systems & Court Staff	Ongoing 3 years	As required by JSI; being

Application Category	Product Name	Description of the Application	Integrates with ….	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
						upgraded to 12c 4/2020
Project Mgmt Tracking						
Timekeeping	KRONOS	Time & Attendance software		IT staff	Ongoing 7 years	Town IT
Human Resources Software	ProForm (NeoGov)	Performance Management System		NeoGov	Current	Town IT
Virus Protection	Symantec	Symantec Endpoint Protection		IT Staff	Ongoing 7 years	Town IT
Fines, Fees and Restitution Enforcement Module for FARE Participation						
Tax Intercept Program	TIP	Crystal Reports generated file automatically FTP'd to AOC	CMS	Court staff	Ongoing 5 years	As needed

Application Category	Product Name	Description of the Application	Integrates with ….	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Other Collections Tracking	Valley Collection Service	Crystal Reports automated reports re: cases sent to Valley Collection Service, payment results.	CMS	Court staff	Ongoing 5 years	As Needed
Web IVR Payment Systems	CitePay	CitePayUSA	Full Court Enterprise	JSI and Court staff	Ongoing 5 years	N/A
Digital Audio for Courtroom Recording	CourtSmart	CourtSmart Audio Recording		CourtSmart	Ongoing 1 years	Hardware Refresh
Video for Courtroom Recording						
Document Scanning and Imaging	Hyland OnBase; Full Court Enterprise	Courtroom Scanning Senior Clerk Scanning OnBase scanning station FCE Imaging Module	MS Word	Hyland, JSI, Court Staff	Ongoing 3 year OnBase;	Per Town IT, & JSI
Electronic Document	Hyland OnBase, Full Court Enterprise	Hyland OnBase Web, FCE Imaging Module	Outlook, FCE, MS Word	IT Staff, Hyland, JSI, Court Staff	Ongoing 7 years for OnBase; 4	Per Town IT, & JSI

Application Category	Product Name	Description of the Application	Integrates with ….	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Management System					year for FCE Imaging	
Integration (ASC3) - electronic data sharing with county/city law enforcement	OnBase	FCE: Officer Subpoenaing, Warrant Quashing	CMS	Hyland Software (OnBase)	Ongoing 5 years	Town IT
Integration (ASC4) -Electronic Data Sharing with City/County Prosecutor						
Integration (ASC5) - Electronic Data Reporting of Citations/ Dispositions to MVD	Gilbert Municipal Court to MVD	Full Court Enterprise Automated FTP		Justice Systems, Inc.	Ongoing 7 years	As needed

Application Category	Product Name	Description of the Application	Integrates with ….	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Integration – Electronic Data Sharing/Reporting of Photo Red Light and Photo School Speed Complaint Information with Photo Enforcement Vendor system						
Data Warehouse						
Jury Management System						

Application Category	Product Name	Description of the Application	Integrates with ….	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Bulk Data by Subscription	Bulk Data	Crystal Reports bulk data generated monthly, sent via email. Subscription server	Full Court Enterprise	Court staff	Ongoing 7 years	
Court Intranet and Supporting Applications	SharePoint	Town-wide intranet, Department publications, Employee portal	SharePoint	IT Staff	Ongoing 4years	Town IT
Public Access	Kiosk	Kiosk Viewer	FCE, CitePay, Town Web	Phoenix Kiosks	Ongoing 5 year	N/A
Data Warehouse						
Court Web Site	Town of Gilbert Website	TOG public website	FCE	IT staff	Ongoing 7 years	Town IT
Interactive Voice Response System (IVR)						
Hardware / Software Inventory	SolarWinds Service Manager	TOG IT's inventory & work order software		Solarwinds	3/2020	Town IT

Application Category	Product Name	Description of the Application	Integrates with ….	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Timesheet	KRONOS	Time & Attendance software		IT staff	Ongoing 7 years	Town IT
Photo Enforcement and Redlight						
IC Verify						
Process Service Data Transfer	Mule ESB	Court's integration platform for connecting applications & services	FCE	Justice Systems	Ongoing 5 years	As needed
Program Orders Data Transfer	Mule ESB	Court's integration platform for connecting applications & services	FCE	Justice Systems	Ongoing 3 years	As needed

6. COMPARISON OF ENVIRONMENT TO ARIZONA JUDICIAL BRANCH ENTERPRISE ARCHITECTURE

The table below prompts you to identify any current technologies and products classified in the retirement and containment categories of the architecture. Beginning with the FY08 plan, COT requires that a project be defined for the removal/replacement or any item listed in the "retirement" category within plan period. Items in the "containment" category can have no additional use without exception being granted by COT. The next stop on the lifecycle is retirement; therefore, further investment is unwise and serves to make removal/replacement only more difficult and expensive.

The complete, updated table appears on the COT website at http://www.azcourts.gov/cot/EnterpriseArchitectureStandards.aspx. Where there are unique, local undertakings that cannot be leveraged, a court is free to go beyond the standards set in the table. When sharable modules related to core applications are developed, the standards must be followed.

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Applications & Tools				
User Interface Delivery Method for Public Access	Internet Explorer ≤6	Internet Explorer	Internet Explorer v11 or newer	Town IT
User Interface Delivery Method for Business Applications	Character based	Silverlight	Chrome v80.0.3987.149	Town IT
Electronic Document Management	Hyland OnBase ≤14	Hyland OnBase 15	OnBase 16, FCE - Document Management	Town IT
Document Imaging	Kofax Card (SCSI)	Kofax Ascent Capture	Highland OnBase 16, JSI – FCE Imaging Client	Town IT

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Report Writer for Ad Hoc Reporting	Crystal <10 MS-SSRS ≤2005	Crystal 10 MS-SSRS 2008	Crystal 11, SSRS 2012	As needed
Report Writer for Business Application Reports	Crystal <10 MS-SSRS ≤2005	Crystal 10 MS-SSRS 2008	Crystal 11, SSRS 2012	As needed
Development Languages	ASP (Classic), COBOL, JAM, RPG	Java (on a business case need basis), .NET Framework ≤V3.X, Silverlight, Windows Workflow Foundation	N/A	
Development Environment	Visual Studio ≤2012, Visual Studio 6	Visual Studio 2015, PowerBuilder, MS-Access, Panther	Visual Studio 2013	Dependent on Local IT to update its SQL report server
Source Control	Aldon		N/A	
Code Generation	Alachisoft	Visible Developer	N/A	
Office Productivity Tools				
Word Processing	Word ≤2010	Word 2013	Word 2016	Town IT
Spreadsheet	Excel ≤2010	Excel 2013	Excel 2016	Town IT

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Presentation	PowerPoint ≤2010	PowerPoint 2013	PowerPoint 2016	Town IT
Local Standalone Database	MS-Access ≤2010	Access 2013	Access 2016	
E-mail Client	Outlook ≤2010 GroupWise (unsupported)	Outlook 2013 GroupWise (supported)	O365	Town IT
Instant Messaging		MS-Live Communication Server, Lync, Skype for Business 2013	N/A	
Collaboration		Live Communication Server, SharePoint Server ≤2013, Google Apps	SharePoint Server 2016	
Distance Learning		Centra	N/A	
Data Architecture				
DBMS	SQL Server <2012	SQL Server 2012	Oracle 11g Release 11.2.0.2.0/Oracle 12c	Justice Systems; upgrade underway 4/2020
Data Warehouse DBMS	SQL Server <2012	Informix XPS, SQL Server 2012		
Data Exchange Model		Fixed format, XML homegrown	Flat file format, XML	As needed

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
e-Mail Encryption		S/MIME		
Networks and Platforms				
Client Operating System	Windows ≤Vista and Windows 8	Windows 7 and 8.1	Windows 10	Windows 10 / IT
Server & Network Operating Systems	OS/400, Windows ≤2008 R2	Windows Server 2012	Windows Server 2012	
Mobile Operating Systems	BlackBerry O/S		iOS	
Shared Services				
Component Service Layer		Services (previous version), DCOM, ASP (classic), Remoting	N/A	
Remote Access Through Internet by employees or contractors	ipsec/AnyConnect SecureLink		TeamViewer 11/ AnyConnect/ NetMotion SecureLink	Town IT
Remote Access Through Internet by vendors or trusted partners	ipsec/AnyConnect; TeamViewer n-2 version SecureLink	TeamViewer n-1 version	TeamViewer v11 SecureLink	
Message Transport Middleware				

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Message Transport	MQ ≤V7.1	MQ V7.5/V8.0	MQ v5.13.5	
Data Transformation	Data Junction, MQSI, DTS	Cloverleaf, WMB V8.0, BizTalk	N/A	
Data Routing/Publish and Subscribe	MQSI	Cloverleaf, WMB V8.0, BizTalk	N/A	
File Transfer, Transactional and Scheduled Production (Mission Critical)	FTP (intercourt and using public Internet), MQ ≤7.1	SFTP (intracourt only), MQ V7.5/V8.0	MQ v5.13.5, MULE	
File Transfer, Production Non-Transactional and Ad Hoc (Not Mission Critical and Not Sensitive)	MQ ≤7.1, FTP	MQ V7.5/V8.0	MQ v5.13.5, MULE Logicity v1.7, Task Scheduler	

ATTACHMENT 3
GLENDALE MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2021-2023

INTRODUCTION

In the past the courts in Maricopa County have submitted a single, consolidated Information Technology Strategic Plan document each year. Business leaders met to discuss current technology issues facing their courts, to determine the business drivers impacting technology, and recommend a priority for technology projects. Technical resources likewise submitted details about local projects and inventory to the superior court planning contact for inclusion in a master document for publication and approval. As a result of changes authorized by the Commission on Technology in 2014, municipal courts in the county have been authorized to submit plans directly to the Administrative Office of the Courts to appear as attachments to the document submitted by the Superior Court and Justice Courts. This plan covers only the activities of Glendale City Court in Maricopa County.

PLANNING METHOD AND PARTICIPANTS

This is a three (3) year technology strategic plan for the Glendale court covering the period from January 2019 through June 2022. The following individuals from the court and city were involved in formulating the plan:

GLENDALE MUNICIPAL COURT in MARICOPA COUNTY	
Name	Title
Bradley Bundy	*System Analyst*
Rodriguezcrespo Alex	*System Analyst*
Patrick Scott	*Deputy Court Administrator*
Christopher Phelps	*Court Administrator*
Presiding Judge Elizabeth Finn	*Presiding Judge*

C. COUNTY- AND CITY-LEVEL BUSINESS AGENDAS, INITIATIVES, AND PRESSURES

The county and its associated agencies as well as the city and its associated agencies have identified strategic business goals, initiatives, and pressures strategic business goals, initiatives, and pressures that relate to the court as follows:

STRATEGIC AGENDAS
Improve Warrant Process
Establish Regionalized Veterans Court in the West Valley
Empower the Public by Enhancing Self-Service Opportunities
Replace Aging Infrastructure
Reduce Workload on Staff via Streamlining and Automating Processes
Reduce Transports from MCSO
Improve Courtroom Audio
IT Succession Planning

B. LOCAL COURT STRATEGIC AGENDAS, INITIATIVES, AND BUSINESS PRESSURES

The court supports ***JUSTICE FOR THE FUTURE: PLANNING FOR EXCELLENCE 2019-2024*** and its vision to increase the public's trust in the court system, to inspire confidence that individual rights are being protected, and to ensure that all citizens are being treated fairly. This strategic agenda was released in July 2019 at the direction of the judiciary's new chief justice. It remains consistent with the previous ***ADVANCING JUSTICE TOGETHER*** vision and encompasses five broad goals, each associated with several key strategic business needs. The goals are:

11. Promoting Access to Justice;
12. Protecting Children, Families, and Communities;
13. Promoting Judicial Branch Excellence and Innovation;
14. Enhancing Professionalism within Arizona's Courts; and
15. Promoting Public Trust and Confidence.

The complete strategic plan is available at:
https://www.azcourts.gov/AZ-Courts/Strategic-Agenda.

COURT/LOCAL AGENCY NAME	STRATEGIC AGENDA	TECHNOLOGY RESPONSE
Glendale City Court	Improving Court Processes to Better Serve the Public	eWarrant
Glendale City Court	Promoting Access to Justice Improving Court Processes to Better Serve the Public Enhancing Professionalism within Arizona's Courts Improving Communications and Community Participation	Video arraignments with MCSO
Glendale City Court	Promoting Access to Justice Improving Court Processes to Better Serve the Public Enhancing Professionalism within Arizona's Courts Improving Communications and	Veterans Court Application

COURT/LOCAL AGENCY NAME	STRATEGIC AGENDA	TECHNOLOGY RESPONSE
	Community Participation	
Glendale City Court	Improving Court Processes to Better Serve the Public	Upgrade web payment portal from cold fusion to .net
Glendale City Court	Improving Court Processes to Better Serve the Public	Digital Evidence Display

C. CURRENT TECHNOLOGICAL ENVIRONMENT

This section summarizes both the statewide and local hardware and software environment. Hardware includes mainframes, servers, desktops, and other peripherals. Software includes statewide applications, local software and desktop productivity tools.

HARDWARE

Listed below are the total of the number of desktops, laptops, network and local printers in Glendale Municipal Court.

Description	Total Count
Desktop total	66
Laptop total	4
Thin clients	1
Tablet total	1
Network printer total	11
Local printer total	25

Desktops: Glendale currently has 66 State issued PCs running Windows 10 ENT, 6 City issued PCs running Windows 10 ENT, 6 are running Windows 10 PRO, 6 Court All-In-One PC's as Check in Systems running Windows 10 HM.
Laptops: Glendale currently has 12 laptops. 3 laptops are City issued running Windows 10, 5 laptops are Court laptops running Windows 10, and 4 laptops are State issued running Windows 10.
Thin Clients: The Glendale City Court has 1 City issued thin client
Tablets: Glendale currently has 1 iPAD
Network Printers: Glendale currently has 9 State NT Printers, 5 Court MFP NT Printers, 6 City NT Printers
Local Printers: Glendale currently has 25 of which 8 are Court, 13 are City, and 1 Prosecutor Office

These totals address "specialized uses" of some PCs in the court:

Description	Total Count
Public Access PCs	10
PCs in the Courtroom	13
Thin Client in the Courtroom	0
PCs in the Chambers	4
PCs used for ACJIS	1
Imaging PCs	0

We are currently using Microsoft Windows Standard 2016 VMWARE Server. Currently, we have built 6 VMs of which all are at full force.

Our Network Operating System (NOS) is Microsoft Windows 10 Enterprise on all State Devices and Microsoft Windows Standard on the new Server.

SOFTWARE

Appendix A identifies all the software used in the court including any state-provided applications such as AJACS, AZTEC, APETS, TIP, JOLTS, and any word processing, spreadsheet, report writing, and other database or other tracking applications.

D. INFORMATION TECHNOLOGY STRATEGIC PROJECTS

This section identifies each statewide and local strategic project in which the court participates or will actively be pursing over the next three years. For those projects primarily supported at the state level, it will identify project status and describe the local courts' planned participation and note any related, independent future plans. For independent but complimentary local projects, additional details on resources and future plans are included.

This section also includes information for independent technology projects which are not primarily supported by state resources. Information on these projects includes showing alignment to both statewide and local technology strategic initiatives and enterprise architecture standards. Any technologies or products appearing in the "Retirement" column of the Enterprise Architecture standards table have a corresponding migration or replacement project identified.

The statewide strategic technology priorities as assigned by the Commission on Technology, are as follows:

1. Production Support (incl. bug fixes, req'd chgs)
2. Manage & Improve Security (incl. COOP rvw)
3. Finish Core System Deployments (GJ/ LJ)
4. Mitigate Aging Technology Risk
5. Increase Revenue Flow (FARE, eAccess, eFiling)
6. Increase Data Utilization (ex. access & BI)
7. Public Facing Services (eFiling, eAccess, eNotification, ODR)
8. Integrate Systems to Improve Productivity and Capability
9. Enhance Core Systems with New Functionality

COT members also reaffirmed the importance of existing strategic projects and placed them in the general priority set indicated below:

- Deploy New eFiling Case Types
- Deploy LJ Judge Automation
- Expand Automated Notifi-cation Capability
- JOLTSaz Dependency & Officer UI
- AJACS - AZTEC Replacement
- eCertification
- Justice Court eFiling
- FARE - Infrastructure Port
- Online Dispute Resolution
- Mental Health Repository
- Data Analysis/Reporting
- eWarrant System
- New Appellate CMS Setup
- CPOR 2 Implementation
- FARE Implementation for Non-Standard Courts
- Move AJACS Superior Courts to V6.1
- LJ PSA Automation
- Conditions of Release Tracking
- Data Access Portals
- Digital Evidence

* Note: Not all projects apply all courts in the state.

COURT IT ACCOMPLISHMENTS CY2019

This section lists the accomplishments of the court in information technology projects from January 2019 to January 2020.

GLENDALE MUNICIPAL COURT ACCOMPLISHMENTS

STRATEGIC PROJECT (State or Local)	PROGRAM / PROJECT	DESCRIPTION	LOCAL ACCOMPLISHMENT
Local	New Court Website	New public facing website	Deployed 8-2019
Local	New VLAN	Moved public facing PCs to new VLAN for increased security	Deployed 3-2019
Local	Upgrade courtroom audio	Complete audio overhaul for all 5 courtrooms	Deployed 7-2019
Local	Courtroom Helper	56 improvements to Courtroom helper	Deployed throughout the year
Local	Court Reporting Library	13 improvements to Court Reporting Library	Deployed throughout the year
Local	Protective Order Video Conferencing	Remote video conferencing of *ex-parte* protective order hearing	Deployed 2-2020
Local	Install 2 new Call Centers	Added call center group for front counter and one for records	Deployed fall 2019
Local	PayNearMe	Allow litigants to pay fines/fees at local contracted vendors	Deployed fall 2019

COURT PROJECTS MASTER LIST

This section collects all information technology project-related information for all the court during calendar year 2015. Projects listed include both those in support of statewide efforts as well as independent strategic technology projects that support the court's strategic initiatives independent from the statewide projects.

STATEWIDE PROJECT PARTICIPATION

Strategic Project Name / Phase	Brief Project Description	Related Statewide Project	Participation Scheduling	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
eWarrants	Pilot for the State of Arizona to produce an e-Warrant solution with electronic return. Project has 4 parts. Success is dependent on AOC integration approval.	eWarrants	Early adopter	FY21	Underway	Automated validation phase not completed
AZPOINT	Allows for litigants to initiate protective orders via web portal from remote sites. Currently itemizing bug list and listing possible enhancements.	Protective Order Re-engineering	Mid-cycle Implementation	FY20	Underway	Feature creep, individual court demographics delaying fixes
eBench	Judicial tools used to create a digital workbench of tasks, tools and resources.	Judge/Bench Automation	Early adopter	FY22	Planned	Feature creep, individual court demographics delaying fixes, judicial buy-in

Court Administrative Performance Dashboard	Improved administrative reports for better data analytics to monitor court performance and workflow.	Data Analysis / Reporting	Early adopter	FY21	Planned	Ability to customize reports for individual needs and demographics

OTHER LOCAL INDEPENDENT PROJECTS

Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
Digital Evidence	Allow litigants to submit and review evidence on-line	FY22	On Hold	Compliance from prosecutors and defense attorneys
Video Arraignments with MCSO	Video arraignments via real time video/audio between the court and MCSO.	FY21	On Hold	Dependent upon MOU between AOC, MCSO and City of Glendale through the Justice Network. Funding, cooperation from MCSO, building owner permissions
Veterans' Court Application	Automate the creation of court paperwork used in new veterans' court, reports for analytics and measurables, integration with AJACS. Similar to Mental Health Court application.	FY21	On Hold	Funding, Council buy-in and partnerships with West Valley LJC
Online Payment Contracts	Gives litigants the ability to negotiate payment contract online,	FY22	Conceptual	Effectively promoting the site, governance
Replace Number Calling Software	Install public Quematic call system with full analytics to measure wait time and improve customers service	FY/21	Planned	Council Approval, Costs
Expanded WIFI Coverage	Adding 2 additional access points for public, litigants, prosecutors, jurors and court employees.	FY21	Planned	Council Approval, Costs

OTHER LOCAL INDEPENDENT PROJECTS

Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
Court Security Surveillance Camera Replacement	Increase camera placements and expandable ports from 48 to 128. Cameras to be compatible with Genetec System.	FY21	Underway	Council Approval, Costs
Website Chat Box	The ability for litigants to communicate with court staff through the website	FY22	Planned	Council approval re: cost, City IT approval, customer demand
Translation Services	Explore translation services for lesser used languages to increase access to justice. Explore using AI.	FY22	Planned	Council approval re: cost, customer demand
Voice Activated Court Services	To leverage voice activated technology like Alexa to improve the user experience for litigants to access court information to pay fines and fees	FY21	Planned	Council approval re: cost, customer demand, governance
Defendant Summary Page	A Courtroom Helper enhancement to provide a defendant summary sheet to better communicate important court information and or future actions.	FY21	Planned	Feature creep
Treatment Court Reporting Portal	An automated solution to collect program progress or completion reports from contracted treatment provider.	FY23	Planned	Provider buy-in, governance, security, HIPPA

OTHER LOCAL INDEPENDENT PROJECTS

Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
Litigant Case Dashboard Web Portal	An automated solution to provide litigants a real-time case summary	FY23	Planned	Litigant buy-in, governance, security, HIPPA, Council approval, data connectivity
Attorney Case Dashboard Web Portal	An automated solution to provide prosecutors and attorneys a real-time case summary	>FY24	Planned	Attorney buy-in, governance, security, HIPPA, Council approval, data connectivity
Upgrade Web Payment Portal	Upgrade web payment portal from Cold Fusion to .Net.	FY21	EA Req'd	City IT Approval, Funding

D. 1. MAJOR STATEWIDE INITIATIVES AND PLANNING/IMPACT INFORMATION

The tables below provide Commission on Technology with visibility into the demand for the new technology initiatives that require long-range preparation and may have significant impacts on local infrastructures, resources, and training requirements. Courts should consider high-level impact perspectives that factor into their participation in statewide systems and initiatives.

STATEWIDE INITIATIVE

LJ Judge Automation (Limited Jurisdiction Courts Only)

Description:
Historically, court automation was significantly structured to take place in the back-office via a judicial administrative assistant, clerk, court information staff, or judicial officer. Current technology advances provide the opportunity to move away from paper and into the digital world. All technology enhancements introduce changes that have some impact on the court and court processes. The LJ AJACS application offers court staff and judicial officers the ability to use the court management system in the courtroom as well as in the back office. A case worksheet provided with AJACS gives quick access to the key components of court cases including ease of access to updating case information, checking financial information, the charges on the case, case status, and many other quick option features. The worksheet has collapsible sections to provide ease of visibility to detailed case information. The sections of the worksheet are secured so that a section cannot be expanded when the case information does not yet support its use.

The current AJACS Case Worksheet has been available to all LJ courts since their conversion from AZTEC. Numerous courts and judges use the Case Worksheet in the courtroom for real-time case processing and adjudication. Though the worksheet underwent detailed business analysis, development, and testing initially, the time has come to reassess its practical usability. A new Judge Automation Focus Group will assess worksheet modifications and enhancements necessary to speed the judicial process and further streamline case processing (both in the courtroom and back office). This focus group will provide valuable feedback and suggestions for module enhancements and development of new features.

Anticipated rollout timeline: Rollout accompanies each Statewide LJ AJACS implementation going forward. Judges and court staff were trained on the use of the worksheet prior to each court's AJACS implementation. Additional features and enhancements determined by the Judge Automation Focus Group are being targeted for analysis, design, and development beginning fall of 2019. Implementation will be accomplished as future AJACS releases are pushed out, beginning in Summer 2020.

3. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)	AJACS rollout is completed.

2. General Importance or Impact to Your Court:

STATEWIDE INITIATIVE

Electronic Filing Case Types Expansion

Description:
Electronic Filing, better known as e-filing, comprises a set of software applications designed to communicate and interoperate with case management systems (CMSs), an online payment provider, and multiple electronic filing service providers. It enables attorneys and self-represented litigants to assemble, pay for, and submit case data and documents online to individual courts. It simultaneously provides a means for clerks to review and accept e-filed submissions within their respective CMSs before supplying the information to judges to prepare for and conduct court hearings. Once a submission is clerk-accepted with virtually the touch of a button, automated CMS docketing processes file the associated data and documents into official case files. Notifications indicating the status of the clerk's filing process are returned to the submitting attorneys and parties letting them know their case information is filed and documents are readily available for reference online.

Delivering case information online removes the need for clerks to manually enter case data and scan case documents into CMSs, which has been the norm for processing physical paper documents delivered over-the-counter for decades. The goal of this statewide initiative remains to enable the e-filing of all case types in all Arizona courts. As of June 2019, all general jurisdiction courts support civil case e-filing. Maricopa Superior Court continues updating its e-filing capability to accept and process case-initiating submissions.

As technologies evolve and more experience is gained, new concepts and approaches will be introduced to handle e-filing more efficiently and effectively. Equally important is reducing the cost of maintaining physical paper managed by each court. The current focus is to expand the implementation of e-filing by supporting additional case types.

Anticipated rollout timeline: Varies by level of court and case type. Protective Order Petition e-filing support must be in place by January 2020 to meet a legislated deadline. Family Law and Probate e-filing in the Superior Court and Regular Civil and Eviction Action e-filing in the Justice Courts are slated for delivery in calendar year 2020.

3. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)	Not at this time.

2. General Importance or Impact to Your Court:

STATEWIDE INITIATIVE

EXPANDING AUTOMATED NOTIFICATION CAPABILITIES

Description:
The Fair Justice for All Task Force's recommendations specify implementation of an automated, statewide, text notification system. This includes the capture, storage, and retrieval of cell phone number data fields in CMSs accompanied by appropriate permission and opt-out language for court users. Modifications have been made to the Arizona Traffic Ticket and Complaint (ATTC) that allow law enforcement to capture information used for notifications at the outset, or it can be added by court staff at any time. The system will be able to draw cell phone information from case management system databases and send out appropriate text messages and land line voice notifications regarding appearance dates and times, payment amounts due, or probation requirements.

Over time the features and coverage are being expanded to include support for various languages in text. By the end of 2019, text messages began to include the "azcourtpay.com" link. Expansion into additional languages, beginning with Spanish, will begin in first quarter 2020.

Anticipated rollout timeline: Available to limited jurisdiction courts with AJACS rollout, including voice notification on land lines in English. Non-AJACS courts, beginning with MCJC and Pima Superior, are obtaining access to the automated notification facility via local CMS integration.

3. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)	

2. General Importance or Impact to Your Court:

This was completed with Ansible in English and Spanish, Voice and Text.

STATEWIDE INITIATIVE

ELECTRONIC DOCUMENT CERTIFICATION

Description:
Electronic documents are now common in the day-to-day business of the court, relied upon by court staff, other justice-related agencies, and the public. AOs authorizing electronic filing stipulate that electronic submittals are considered "originals" for the purpose of court business. For ACAP courts, the central document repository (CDR) holds replicated court filings following acceptance by local clerks. Those documents are also available to filers and soon to the public, but for reference only. A move is underway to have clerks electronically certify the version of their record held in the CDR (or local repository for non-ACAP courts) as the official record of the court, on a record-by-record basis when that designation is requested.

The Clerk of the Superior Court in Maricopa County, a non-ACAP court, has constructed and piloted a certification system using a vendor product, TrueCertify, with OnBase TIF and PDF records. A certified document file locator number appears on each page to uniquely identify each e-certified record. Information within the locator number can be verified by the clerk's office if the integrity of the e-certified record is questioned. Raised-seal certified copies are provided at no charge whenever an e-certified record is rejected by a using agency. Beginning as a pilot in 2013, it expanded into full production use for certain types of documents in early 2018, adding marriage licenses at that time.

Mohave Superior Court investigated the Maricopa solution for use with OnBase and AJACS but developed an internal process for clerk's staff to attach necessary OnBase documents to a PDF, electronically file stamp them, then forward to the requesting agency. Documents are stored on the court's file server.

Anticipated rollout timeline: Maricopa solution is in production. The local, standalone pilot underway in Mohave with County Attorney and Attorney General is being followed by development work in AJACS to support a single, statewide solution for ACAP courts.

3. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)	Not at this time.

2. General Importance or Impact to Your Court:

STATEWIDE INITIATIVE

ELECTRONIC WARRANT SYSTEM

Description:
The purpose of the eWarrant effort is to enable automated statewide arrest warrant processes for all Arizona jurisdictions to streamline the overall process though reliance on a single, trusted warrant repository in the state. The project is currently investigating various technical options. Provided sufficient funding can be obtained, following proof of concept and license negotiation with a key supporting vendor, the eWarrants Project will undertake full automation of existing warrant processes from end to end in a consistent manner throughout the entire State for courts and law enforcement agencies.

When a court issues or quashes a warrant, a CMS interface will electronically generate a transaction to be sent to the JWI system at DPS for law enforcement to act upon. Once the warrant has been executed by law enforcement and updated in JWI, the court will be electronically notified via AJACS. This round-trip process will keep warrant issues and servers in synch with each other and enable near-real-time notification between agencies on warrant-related activities, removing the guesswork that has plagued the paper system.

Anticipated rollout timeline: Workflow and AJACS development activities led to piloting with multiple jurisdictions at the end of 2019. Testing will continue into 2020 before a timeline is created for statewide rollout.

4. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)	Completed in March 2020.

2. General Importance or Impact to Your Court:

STATEWIDE INITIATIVE

DIGITIZING THE PROTECTIVE ORDER PROCESS

Description:
A 2002 effort determined the feasibility of centralizing the processes of protective order data management in Arizona so agencies and courts in the various jurisdictions across the state had equal access to orders on a consistent and timely basis. Legislated changes addressing deficiencies in the protective order process statewide coupled with the requirement to submit all civil protection orders served in Arizona to NCIC has driven the need for a single protective order system with participation from all 15 Arizona counties' courts and law enforcement agencies. This will ensure individuals restricted from buying guns will be entered into the federal NCIC database more consistently and timely which ultimately provides for better public safety.

Also, an integrated electronic system enables the public to electronically prepare their petition paperwork for filing rather than physically appearing at the court during business hours to complete a paper petition. The protective order project enables anyone in crisis with the help of a domestic violence victim's advocate, family/friend, or even by themselves to quickly and accurately submit paperwork electronically to an Arizona court from virtually any location. The related infrastructure changes also provide a technology basis for civil e-filing in limited jurisdiction courts statewide.

Anticipated rollout timeline: Legislation requires the central repository to be active by January 1, 2020. AJACS modifications will be completed to support that implementation date. Specifications have been provided to non-AJACS courts. Workarounds are being developed to enable use of the electronic repository for petitions still filed on paper.

3. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)	Completed 1/1/2020

2. General Importance or Impact to Your Court:

STATEWIDE INITIATIVE

DATA ANALYSIS/REPORTING

Description:
Goal 3A of the chief justice's strategic agenda focuses on key data both judges and court managers need to perform their caseload and oversight functions, ensuring that data is accurate and readily available to make informed operations and policy decisions. As a starting point, MS SSRS reports from the AJACS CMS were developed to assist in managing caseloads relative to the published time standards. Unfortunately, these reports only reflected a moment in time and were produced only periodically rather than in real time as judges desire. Moving the time standard reports out of AJACS to a centralized dashboard facility using Microsoft's Power BI tool will enable judges to log in and see up-to-date performance. The PowerBI data visualization tool will also visually alert judges to items falling outside of time standards. The tool draws attention to outlying data points and enables drill-down capability to identify the largest contributors to delays using the underlying CMS data to drive decision making by court leaders.

Anticipated rollout timeline: A prototype time standards dashboard was unveiled at the October 2019 Court Leadership Conference for reaction and comment. Depending on magnitude of changes requested, the production version of that dashboard will be available to judges during the first quarter of 2020. The dashboard concept will be expanded over time to power other areas of data-based decision making in accordance with the strategic agenda.

4. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)	Matches AOC timeframe.

2. General Importance or Impact to Your Court:

STATEWIDE INITIATIVE

ONLINE DISPUTE RESOLUTION

Description:
Consistent with the goal of promoting access to justice and the recommendations of the Fair Justice Task Force, the Judicial Branch is working to reduce the time and expense in certain types of cases by allowing litigants to resolve disputes without ever coming to the courthouse. An online dispute resolution (ODR) system would facilitate evaluation, negotiation, and judicial decision in those case types. The AOC continues conducting proof-of-concept pilots in multiple courts to determine whether ODR is viable in helping to resolve cases as litigants negotiate through use of the on-line resource. Reports will then be made to AJC by participants in the pilots before any decision is made to expand ODR statewide.

Pilot courts Yuma Superior and Pinal Superior are addressing Family Law cases with the use of court mediators on requests to modify child support, visitation, and legal decision making. An agreement between the parties can be executed using electronic signatures now that AO 2018-78 sets aside Family Court Rules requiring use of a notary on all ODR agreements.

Scottsdale Municipal Court is piloting the ability to accept plea documents from the city prosecutor and defendant for the purpose of accepting telephonic pleas on misdemeanor cases. Maricopa Superior Court implemented a separate pilot for family and civil cases, called "Accountability and Enforcement Court (ACE)," in July of 2018 and now is piloting an online platform to settle credit card debt cases under $50K.

Anticipated rollout timeline:

Pilots will continue until March 2020 to allow the collection of additional data to assess what requirements should be made in a Request for Qualification (RFQ) which will be developed and released during Spring 2020.

4. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)	Matches AOC timeline.

2. General Importance or Impact to Your Court:

STATEWIDE INITIATIVE

LJ PUBLIC SAFETY ASSESSMENT AUTOMATION

Description:
This multi-phase project involves developing a fully automated process for answering the nine questions in the Public Safety Assessment (PSA) report which is currently prepared by pretrial officers for judges to use when establishing release conditions for persons arrested for crimes. The goal is to reduce the time it takes to complete a PSA allowing for the PSA to be used in additional limited jurisdiction courts which may not have pretrial services available to conduct the assessment. Phase One completed with pretrial staff still needing to verify certain answers or locate information to complete any unanswered questions to allow for all 9 PSA questions to be answered.

Pragmatica has been contracted to complete the next phase of the project that focuses on automatically triggering a request to conduct a PSA at the time a person is fingerprinted during the arrest/booking process and identifying the additional source information in court records or other criminal history information necessary to complete all 9 PSA questions in an automated fashion. Justice Web Interface (JWI) will continue to be the tool used for automated PSA reporting.

Some challenges that still must be addressed include the fact that not all court records are currently included in the AOC's public access database, out-of-state criminal records are not yet automatically evaluated, and failure to appear data is not always reported consistently in public access records.

Anticipated rollout timeline: Phase Two is just getting underway; no detailed tasks or timeline have been published yet for providing the PSA to limited jurisdiction courts.

3. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)	AOC implementation 2-3 years.

2. General Importance or Impact to Your Court:

STATEWIDE INITIATIVE

DIGITAL EVIDENCE REPOSITORY

Description:
Following the recommendations of the chief justice's Digital Evidence Task Force, Commission on Technology's Technical Advisory Council crafted a range of possible solutions for handling digital evidence before narrowing their focus to a vendor-hosted cloud solution that could be implemented within two years. The solution as envisioned takes into account the total evidence lifecycle: enabling submission to the court of digital evidence, storage of digital evidence after submission to the court, and access to digital evidence by the court and litigants in connection with court proceedings. Clerks will be provided tools and services to manage digital evidence within the portal. Attorneys and self-represented litigants will have the ability upload evidence from personal devices and use tools to edit and redact before submission to the court.

The concept was reviewed in several presentations to subcommittees of the Arizona Judicial Council and to AJC itself. The consensus was to pursue the concept as the starting point in a process that would likely require several iterations as technology and practices mature.

Anticipated rollout timeline: A demonstration project is underway with a potential vendor to prove the cloud portal concept in two courts. Formal procurement will need to follow before statewide adoption is possible.

4. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)	Matching the AOC Timeline.

2. General Importance or Impact to Your Court:

D.2. LOCAL INFORMATION TECHNOLOGY STRATEGIC RESOURCES

This section provides high-level information about the technology spending and resources by court including all support provided by non-court entities like City IT.

Court	State Device Cost	Other Technical Cost	Number of:	
			Court FTE Technical Staff	City FTE Technical Support Staff
Glendale Municipal Court	$78,100.00	$327,450.00*	2	34
Other Dept.	0			

*NOTE: IT staff costs and ongoing, state devices total, licenses and support cost.

APPENDIX A. CURRENT ENVIRONMENT

1. COURT HARDWARE ENVIRONMENT

This appendix lists all court-owned hardware deployed, including mainframes, servers, desktops, and other peripherals.

Dept.	PC Operating System	PC Count	Replacement Date / Strategy	Laptop Operating System	Laptop Count	Tablet Operating System	Tablet Count	Thin Client	Replacement Date/ Strategy	# of Network Printers
Admin										
Clerk	Windows 10 Enterprise	66		Windows 10 Enterprise	4		1		As needed	10
Other										

2. HARDWARE FOR SPECIAL FUNCTIONS

Department	Number of				
	Public Access PCs	In Courtroom PCs	In Courtroom Thin Clients	In Chambers PCs	Imaging Workstations
Administration	10	13	0	4	0
Other	1 ACJIS	0	0	0	0

3. LOCAL SERVER HARDWARE AND FUNCTION

Department	Server Hardware Type	Server Count	Operating System	Replacement Date/Strategy
Other	Crtvc1.glendaleaz.com	1	Windows Server 2016 (64-bit) Standard	New Server - As Needed

4. NETWORK ENVIRONMENT

Department	Number of Devices (PCs & Printers) on Network	Network Software (NOS)	Firewall brand/model	Other Security Provisions
Administration	80	Windows 10 Enterprise – Version 10.0.18362 Build 18362	1	
Other				

5. SOFTWARE ENVIRONMENT

This section identifies all the software used in the court by category or function. It includes the state-provided applications (such as AZTEC, TIP, PIMS, JOLTS, and APETS) and any word processing, spreadsheet, report writing and other database or other tracking applications.

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Court Case Management System	AJACS	State standards CMS		AOC	2017	None
Calendaring	AJACS Calendar	New Calendar		AOC	2017	As needed
Electronic Calendar Display System	Polaris	Reader boards	AJACS	In House	2016	As needed
Digital Recording	Liberty	Liberty Recording		Liberty / In House	2011	TBD
	Courtroom Helper	Gives users a place to access custom queues and tools created for Glendale	AJACS	In House	2017	As needed

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
File Tracking	Sherlock	Case Tracking File System	AJACS	In House	2017	As needed
	Court Reporting Library	Gives users a place to access custom reports created for Glendale	AJACS	In House	2017	As Needed
Court Performance / Metrics Tracking Tool	CourTools	Manual		Paper process no system		As needed
Data Backup/ Recovery System	Veam and Star snapshot	Makes copies of our VM servers and allows for remote restores if needed.		City IT	2017	As needed
E-mail Application	Office 365 / Outlook			AOC / City IT	2018	AOC / City IT call
	AZTEC	Old CMS still in use to look up old cases		AOC	1998	On retirement by AOC
Report Writing Tool	Crystal	Crystal Reports Enterprise	AZTEC DB/MS Office 2003 & 2007	Crystal Decisions Inc/AOC & Court Systems Analyst	2011	On retirement of AZTEC by AOC

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
	Court Report Library	Local management/bench reporting tools extracted from AJACS.	All versions of SQL	Local Court IT	2017	Updates as needed
Problem and Change Management	Change Gear Remedy Force	City State		City State		As Needed
Systems Development Productivity Software	Visual Studio	Visual Studio 2015 Visual Studio 2017 Visual Studio 2019		Microsoft	2015	Upgrade to 2021
Hardware & Software Asset Management	Office 365/ Excel	AOC / City IT	Manual	Court	2016	As Needed
Procurement/ Materials Management	Office 365 / Excel	AOC / City IT	Manual	AOC / City IT	2012	As Needed

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implement ation Date	Replacement Date/Strategy
Adobe Acrobat Reader	Adobe Reader XI	PDF viewer		Adobe		AOC Determines
Acrobat Professional	Acrobat DC	PDF Editor		Adobe		As Needed
Office Suite	Office 365	Office 365		City IT	2014	As needed
Database(s)	SQL 2016	SQL Server 2016	Courtroom Helper	AOC, City IT, Court System Analyst	Varies	As needed
Project Mgmt Tracking						
Timekeeping	Employee Self Service by Tyler	ESS		City IT	2019	City IT
Human Resources Software						
Virus Protection	McAfee/ Sophos/AVG/ WIN Defender	McAfee Enterprise & Sophos & AVG & WIN Defender		AOC , City IT, Court Analyst	Current	AOC, City IT
Fines, Fees and Restitution Enforcement Module for	FARE	State standard collections management system.	AOC FARE system	AOC	Current	AOC

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
FARE Participation						
Tax Intercept Program (TIP)	TIP	Tax Intercept Program		AOC		AOC
Other Collections Tracking						
Web IVR Payment Systems	Authorize.net	Payment portal	Authorize.net	Local Staff		TBD
Digital Audio for Courtroom Recording	Liberty	Liberty Audio Recording		JCG Technologies		TBD
Video for Courtroom Recording	OnBase		AJACS	AOC	2017	TBD
Document Scanning and Imaging	WebExtender	WebExtender for use with closed files		City IT	2011	TBD

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Electronic Document Management System						
Integration (ASC3) - electronic data sharing with county/city law enforcement						
Integration (ASC4) - Electronic Data Sharing with City/County Prosecutor						
Integration (ASC5) - Electronic Data Reporting of						

Application Category	Product Name	Description of the Application	Integrates with ….	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Citations/ Dispositions to MVD						
Integration – Electronic Data Sharing/Reporting of Photo Red Light and Photo School Speed Complaint Information with Photo Enforcement Vendor system						
Data Warehouse						

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Jury Management System	Agile Jury	Web based Jury Management		Maricopa County Superior Court	2015	As needed
Bulk Data by Subscription						
Court Intranet and Supporting Applications	Glendale City Court	Intranet		City IT	2020	City IT
Court Web Site	www.GlendaleAZ.com/Court	Internet website hosted by Glendale City IT. Provides case information and a payment portal. Frequently	Skywalker Reader boards Check-In System	In House	2013 2016	2021

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
		used links such as AZCourtHelp.org				
Interactive Voice Response System (IVR)	MyTel	IVR phone system	None	City IT	2019	As determined by City IT
Hardware / Software Inventory	**Office 365 / Excel**			In House	2011	As needed
Timesheet	Employee Self Service by Tyler	ESS		City IT	2019	As needed
Number Calling	Vestri Verto	Used to call customers to the customer service window	N/A	In House	2011	Quematic
eCitation Automation	Hexagon	Producing 20% of eCitations in traffic cases only	AJACS	Glendale PD	2018	Motorola / 2021
Public Lookup	Skywalker	Transfers court calendar info to city side for an online calendar	AJACS	In House	2014	As needed
Public Notification	Ansible	Text messages, emails, and autodials defendants with	AJACS	In House	2015	As needed

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
		upcoming court dates, missed court dates, upcoming payments, missed payments, and delinquent payments				

6. COMPARISON OF ENVIRONMENT TO ARIZONA JUDICIAL BRANCH ENTERPRISE ARCHITECTURE

The table below prompts you to identify any current technologies and products classified in the retirement and containment categories of the architecture. Beginning with the FY08 plan, COT requires that a project be defined for the removal/replacement or any item listed in the "retirement" category within plan period. Items in the "containment" category can have no additional use without exception being granted by COT. The next stop on the lifecycle is retirement; therefore, further investment is unwise and serves to make removal/replacement only more difficult and expensive.

The complete, updated table appears on the COT website at http://www.azcourts.gov/cot/EnterpriseArchitectureStandards.aspx. Where there are unique, local undertakings that cannot be leveraged, a court is free to go beyond the standards set in the table. When sharable modules related to core applications are developed, the standards must be followed.

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Applications & Tools				
User Interface Delivery Method for Public Access	Internet Explorer < 11	Internet Explorer 11	Edge	None
User Interface Delivery Method for Business Applications	Character based	.Net 3.5 or less	.NET 4.5 (C#, ASP)	.NET 5.0 C# / Timeline: 2021
Electronic Document Management	Hyland OnBase ≤14	Hyland OnBase 15	Hyland OnBase 17 – AJACS open records	Laserfiche - City solution closed records
Document Imaging	Kofax Card (SCSI)	Kofax Ascent Capture	Hyland OnBase 17 – AJACS open records	Laserfiche - City solution closed records

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Report Writer for Ad Hoc Reporting	Crystal <10 MS-SSRS ≤2005	Crystal 10 MS-SSRS 2008	Court Reporting Library w/Crystal 12 and Excel 2016	
Report Writer for Business Application Reports	Crystal <10 MS-SSRS ≤2005	Crystal 10 MS-SSRS 2008	Court Reporting Library w/Crystal 12 and Excel 2016	
Development Languages	Java (on a business case need basis), ASP (Classic), COBOL, JAM, RPG	.NET Framework ≤V3.X, Silverlight, Windows Workflow Foundation	.NET 4.0 or 4.5. C#, VB, ASP, MVC	.NET 5.0 / 2021
Development Environment	Visual Studio ≤2012, Visual Studio 6	Visual Studio 2015, PowerBuilder, MS-Access, Panther	Visual Studio 2019	Visual Studio 2021 Timeline: Upon availability
Source Control	Aldon		Visual Studio Team Server with GIT	
Code Generation	Alachisoft	Visible Developer	None	None
Office Productivity Tools				
Word Processing	Word ≤2010	Word 2013	Word 2016	None
Spreadsheet	Excel ≤2010	Excel 2013	Excel 2016	None
Presentation	PowerPoint ≤2010	PowerPoint 2013	PowerPoint 2016	None

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Local Standalone Database	Access 2010	Access 2013	SQL 2016 Express Software	None
E-mail Client	Outlook ≤2010, GroupWise (unsupported)	Outlook 2013, GroupWise (supported versions)	Outlook / Outlook 365	None
Instant Messaging		MS-Live Communication Server, Lync, Skype for Business 2013	Skype	Teams
Collaboration		Live Communication Server, SharePoint Server ≤2013, Google Apps		
Distance Learning		Centra	Web X/Skype	None
Data Architecture				
DBMS	SQL Server ≤2012		SQL Server 2016 Express Software	As Needed
Data Warehouse DBMS	SQL Server ≤2012		SQL Server 2016 Express	As Needed
Data Exchange Model		Fixed format, XML homegrown	MQ8.O/JSON/NetWeb service	NIEM 2.1 or OASIS LegalXML/ Unknown
e-Mail Encryption		S/MIME		

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Networks and Platforms				
Client Operating System	Windows < 10		Windows 10 Enterprise	None
Server & Network Operating Systems	OS/400, Windows ≤2012		Microsoft Windows Server 2016 (64-bit) Standard	
Mobile Operating Systems	BlackBerry O/S		Apple IOS 13.3.x Android (current version)	None
Shared Services				
Component Service Layer		Services (previous version), DCOM, ASP (classic), Remoting	.Net 4.0 & 4.5	.Net 5.0
Remote Access Through Internet by employees or contractors	Ipsec/AnyConnect		Cisco AnyConnect	
Remote Access Through Internet by vendors or trusted partners	Ipsec/AnyConnect; TeamViewer n-2 version	TeamViewer n-1 version		
Message Transport Middleware				
Message Transport	MQ ≤V7.1	MQ V7.5/V8.0	MQ 8	None

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Data Transformation	Data Junction, MQSI, DTS	Cloverleaf, WMB V8.0, BizTalk	None	None
Data Routing/Publish and Subscribe	MQSI	Cloverleaf, WMB V8.0, BizTalk	None	None
File Transfer, Transactional and Scheduled Production (Mission Critical)	FTP (intercourt and using public Internet), MQ ≤7.1	SFTP (intracourt only), MQ V7.5/V8.0	MQ V8	None
File Transfer, Production Non-Transactional and Ad Hoc (Not Mission Critical and Not Sensitive)	MQ ≤7.1, FTP	MQ V7.5/V8.0	MQ V8 Web services	None

ATTACHMENT 4
MESA MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2021-2023

INTRODUCTION

In the past the courts in Maricopa County have submitted a single, consolidated Information Technology Strategic Plan document each year. Business leaders met to discuss current technology issues facing their courts, to determine the business drivers impacting technology, and recommend a priority for technology projects. Technical resources likewise submitted details about local projects and inventory to the superior court planning contact for inclusion in a master document for publication and approval. As a result of changes authorized by the Commission on Technology in 2014, municipal courts in the county have been authorized to submit plans directly to the Administrative Office of the Courts to appear as attachments to the document submitted by the Superior Court and Justice Courts. This plan covers only the activities of Mesa Municipal Court in Maricopa County.

PLANNING METHOD AND PARTICIPANTS

This is a three (3) year technology strategic plan for the Mesa Municipal court covering the period from January 2019 through June 2022. The following individuals from the court and city were involved in formulating the plan:

MESA MUNICIPAL COURT in MARICOPA COUNTY	
Name	Title
J. Matias Tafoya	Presiding Magistrate
Paul Thomas	Court Administrator
Chris Molnar	Management Assistant II

A. COUNTY- AND CITY-LEVEL BUSINESS AGENDAS, INITIATIVES, AND PRESSURES

The county and its associated agencies as well as the city and its associated agencies have identified strategic business goals, initiatives, and pressures strategic business goals, initiatives, and pressures that relate to the court as follows:

STRATEGIC AGENDAS
Access to Justice
Fair Justice Initiatives
Promote Judicial Branch Excellence and Innovation
Other

B. LOCAL COURT STRATEGIC AGENDAS, INITIATIVES, AND BUSINESS PRESSURES

The court supports ***JUSTICE FOR THE FUTURE: PLANNING FOR EXCELLENCE 2019-2024*** and its vision to increase the public's trust in the court system, to inspire confidence that individual rights are being protected, and to ensure that all citizens are being treated fairly. This strategic agenda was released in July 2019 at the direction of the judiciary's new chief justice. It remains consistent

with the previous ***ADVANCING JUSTICE TOGETHER*** vision and encompasses five broad goals, each associated with several key strategic business needs. The goals are:

1. Promoting Access to Justice;
2. Protecting Children, Families, and Communities;
3. Promoting Judicial Branch Excellence and Innovation;
4. Enhancing Professionalism within Arizona's Courts; and
5. Promoting Public Trust and Confidence.

The complete strategic plan is available at:
https://www.azcourts.gov/AZ-Courts/Strategic-Agenda.

COURT/LOCAL AGENCY NAME	STRATEGIC AGENDA	TECHNOLOGY RESPONSE
Mesa Municipal Court	Access to Justice	Restore e-Services Mesa IT is committed to restoring e-Service (Web/IVR) to the level it was prior to conversion.
Mesa Municipal Court	Access to Justice	Develop more on-line services and provide access to the court's web services through mobile devices.
Mesa Municipal Court	Promoting Judicial Branch Excellence and Innovation	Bench Automation - Mesa Court System (MCS) Mesa IT continues undertaking phases of the MCS project. It will integrate CMS, forms generation and the document management system. It will serve as a one-stop shop for judicial review, imposition of sentence, or other rulings needed to facilitate case flow management.
Mesa Municipal Court	Fair Justice Initiatives	Develop, in conjunction with John Hopkins University, Bloomberg Philanthropies, City of Mesa IT and Performance Team, data sets related to the Community Court's delivery of services.

COURT/LOCAL AGENCY NAME	STRATEGIC AGENDA	TECHNOLOGY RESPONSE
Mesa Municipal Court	Promoting Judicial Branch Excellence and Innovation	Data Based Decision-Making Develop and incorporate data-based analytical tools to assess court programs and operations as a basis for decision-making.
Mesa Municipal Court	Promoting Judicial Branch Excellence and Innovation	Case Management Continue development of case management system capability such as FARE implementation, AZPOINT and Protective Order Module, and expanding automated processes such as Bench Automation and MCS (Mesa Court System) to integrate CMS, forms generation and the document management system. It will serve as a one-stop shop for judicial review, imposition of sentence, or other rulings needed to facilitate case flow management.

C. CURRENT TECHNOLOGICAL ENVIRONMENT

This section summarizes both the statewide and local hardware and software environment. Hardware includes mainframes, servers, desktops, and other peripherals. Software includes statewide applications, local software and desktop productivity tools.

HARDWARE

Listed below are the total of the number of desktops, laptops and network printers in Mesa Municipal Court.

Description	Total Count
Desktop total	177
Laptop total	5
Thin clients	4
Tablet total	8
Network printer total (including copiers)	87
Local printer total	29

The operating system (OS) for the desktops and laptops are Windows 10. The City IT maintains a 3-5-year refresh cycle for desktop devices.

These totals address “specialized uses” of some PCs in the court:

Description	Total Count
Public Access PCs	4
PCs in the Courtroom	19
Thin Client in the Courtroom	0
PCs in the Chambers	9
PCs used for ACJIS	2
Imaging PCs (for Scanning)	12

SOFTWARE

Appendix A identifies all the software used in the court including any state-provided applications such as AJACS, AZTEC, APETS, TIP, JOLTS, and any word processing, spreadsheet, report writing, and other database or other tracking applications.

D. INFORMATION TECHNOLOGY STRATEGIC PROJECTS

This section identifies each statewide and local strategic project in which the court participates or will actively be pursing over the next three years. For those projects primarily supported at the state level, it will identify project status and describe the local courts' planned participation and note any related, independent future plans. For independent but complimentary local projects, additional details on resources and future plans are included.

This section also includes information for independent technology projects which are not primarily supported by state resources. Information on these projects includes showing alignment to both statewide and local technology strategic initiatives and enterprise architecture standards. Any technologies or products appearing in the "Retirement" column of the Enterprise Architecture standards table have a corresponding migration or replacement project identified.

The statewide strategic technology priorities as assigned by the Commission on Technology, are as follows:

1. Production Support (incl. bug fixes, req'd chgs)
2. Manage & Improve Security (incl. COOP rvw)
3. Finish Core System Deployments (GJ/ LJ)
4. Mitigate Aging Technology Risk
5. Increase Revenue Flow (FARE, eAccess, eFiling)
6. Increase Data Utilization (ex. access & BI)
7. Public Facing Services (eFiling, eAccess, eNotification, ODR)
8. Integrate Systems to Improve Productivity and Capability
9. Enhance Core Systems with New Functionality

COT members also reaffirmed the importance of existing strategic projects and placed them in the general priority set indicated below:

- Deploy New eFiling Case Types
- Deploy LJ Judge Automation
- Expand Automated Notifi-cation Capability
- JOLTSaz Dependency & Officer UI
- AJACS - AZTEC Replacement
- eCertification
- Justice Court eFiling
- FARE - Infrastructure Port
- Online Dispute Resolution
- Mental Health Repository
- Data Analysis/Reporting
- eWarrant System
- New Appellate CMS Setup
- CPOR 2 Implementation
- FARE Implementation for Non-Standard Courts
- Move AJACS Superior Courts to V6.1
- LJ PSA Automation
- Conditions of Release Tracking
- Data Access Portals
- Digital Evidence

* Note: Not all projects apply all courts in the state.

COURT IT ACCOMPLISHMENTS CY2019

This section lists the accomplishments of the court in information technology projects from January 2019 to January 2020.

MESA MUNICIPAL COURT ACCOMPLISHMENTS

STRATEGIC PROJECT (State or Local)	PROGRAM / PROJECT	DESCRIPTION	LOCAL ACCOMPLISHMENT
Local	Restore E-Services	Restore e-services to level prior to CMS implementation (2015)	Mesa continues to work on restoring and enhancing E-Services based on IT resource availability. Online payment, review of court dates/motions, and financial transactions and balances, and continuation functionalities have been completed. Work will continue on posting of bonds, and acknowledgement of photo safety complaints as resources are available.
Local	Mesa Court System (MCS)	Web development to integrate CMS, forms generation, and the document management system. Increase efficiencies in case processing workflows.	Some enhancements have been made to improve functionality of CMS and interfaces are currently being documented and worked, including Exhibit Tracking and Collector Queue.
Local	A/V Technology Upgrades	Upgrade a/v technology in courtrooms to HD and current technology to improve compatibility with technology presented in court proceedings	Extensive refresh upgrade approved and completed in Fall 2019, upgrading equipment and improving technology in courtrooms, jury assembly room and judicial conference room and IT racks supporting these rooms.

STRATEGIC PROJECT (State or Local)	PROGRAM / PROJECT	DESCRIPTION	LOCAL ACCOMPLISHMENT
Local	What Works Cities (WWC) for Community Court	Work with representatives from John Hopkins University, GovEx Academy, City Performance Excellence Team, to develop and analyze data sets and performance measures to assess the performance of and assist in decision-making for the Mesa Community Court program	Weekly meetings have been held to develop a governance agreement, identify datasets and resources needed to develop additional datasets. Requirements have been drafted to submit to IT to assign resources and PEX/Court staff currently developing meaningful performance measures.
State	FARE	Mesa is working with the AOC to develop a FARE module in court CMS	Extensive programming in place and continues; some testing has occurred with AOC with more to be scheduled based on resource availability. Currently delayed due to AZPOINT deadline and resource availability.
State	AZPOINT	Online portal for protective order preparation and submission	Mesa complied with the 1/1/2020 implementation deadline

COURT PROJECTS MASTER LIST

This section collects all information technology project-related information for all the court during calendar year 2015. Projects listed include both those in support of statewide efforts as well as independent strategic technology projects that support the court's strategic initiatives independent from the statewide projects.

STATEWIDE PROJECT PARTICIPATION

Strategic Project Name / Phase	Brief Project Description	Related Statewide Project	Participation Scheduling	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
New Case Management System - FARE Module	Mesa is working with the AOC to develop a FARE module in the New CMS.	FARE	One of the last	FY20	Underway	

OTHER LOCAL INDEPENDENT PROJECTS

Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
Restore all e-Services	The Court is restoring its Web/IVR applications to its prior functionality before new CMS adoption.	FY22	Underway	
Bench Automation	The first stage will be for calendar display that will be the integrated link for Mesa's case management system, document management system and forms generation.	FY21	Underway	
Online Services Development	Develop more online services and provide access to the court's web services through mobile devices.	FY21	Underway	
Develop Datasets and Measures to Assess Specialty Court Delivery of Services	Develop data sets related to the Community Court's delivery of services. To be expanded in the future to assess other specialty courts.	FY21	Underway	

MAJOR STATEWIDE INITIATIVES AND PLANNING/IMPACT INFORMATION

The tables below provide Commission on Technology with visibility into the demand for the new technology initiatives that require long-range preparation and may have significant impacts on local infrastructures, resources, and training requirements. Courts should consider high-level impact perspectives that factor into their participation in statewide systems and initiatives.

STATEWIDE INITIATIVE

LJ Judge Automation
(Limited Jurisdiction Courts Only)

Description:
Historically, court automation was significantly structured to take place in the back-office via a judicial administrative assistant, clerk, court information staff, or judicial officer. Current technology advances provide the opportunity to move away from paper and into the digital world. All technology enhancements introduce changes that have some impact on the court and court processes. The LJ AJACS application offers court staff and judicial officers the ability to use the court management system in the courtroom as well as in the back office. A case worksheet provided with AJACS gives quick access to the key components of court cases including ease of access to updating case information, checking financial information, the charges on the case, case status, and many other quick option features. The worksheet has collapsible sections to provide ease of visibility to detailed case information. The sections of the worksheet are secured so that a section cannot be expanded when the case information does not yet support its use.

The current AJACS Case Worksheet has been available to all LJ courts since their conversion from AZTEC. Numerous courts and judges use the Case Worksheet in the courtroom for real-time case processing and adjudication. Though the worksheet underwent detailed business analysis, development, and testing initially, the time has come to reassess its practical usability. A new Judge Automation Focus Group will assess worksheet modifications and enhancements necessary to speed the judicial process and further streamline case processing (both in the courtroom and back office). This focus group will provide valuable feedback and suggestions for module enhancements and development of new features.

Anticipated rollout timeline: Rollout accompanies each Statewide LJ AJACS implementation going forward. Judges and court staff were trained on the use of the worksheet prior to each court's AJACS implementation. Additional features and enhancements determined by the Judge Automation Focus Group are being targeted for analysis, design, and development beginning fall of 2019. Implementation will be accomplished as future AJACS releases are pushed out, beginning in Summer 2020.

4. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)	Not AJACS Court

STATEWIDE INITIATIVE

LJ Judge Automation
(Limited Jurisdiction Courts Only)

2. General Importance or Impact to Your Court:

Mesa Municipal Court developed Bench Automation in the form of an online Worksheet for staff/judges to use to populate relevant forms for dispositioning in 2004 and became fully employed in June 2009. This worksheet and processes have experienced ongoing enhancement since then and requirements are being developed to incorporate the Bench Automation process into future MCS development as resources are available.

STATEWIDE INITIATIVE

Electronic Filing Case Types Expansion

Description:
Electronic Filing, better known as e-filing, comprises a set of software applications designed to communicate and interoperate with case management systems (CMSs), an online payment provider, and multiple electronic filing service providers. It enables attorneys and self-represented litigants to assemble, pay for, and submit case data and documents online to individual courts. It simultaneously provides a means for clerks to review and accept e-filed submissions within their respective CMSs before supplying the information to judges to prepare for and conduct court hearings. Once a submission is clerk-accepted with virtually the touch of a button, automated CMS docketing processes file the associated data and documents into official case files. Notifications indicating the status of the clerk's filing process are returned to the submitting attorneys and parties letting them know their case information is filed and documents are readily available for reference online.

Delivering case information online removes the need for clerks to manually enter case data and scan case documents into CMSs, which has been the norm for processing physical paper documents delivered over-the-counter for decades. The goal of this statewide initiative remains to enable the e-filing of all case types in all Arizona courts. As of June 2019, all general jurisdiction courts support civil case e-filing. Maricopa Superior Court continues updating its e-filing capability to accept and process case-initiating submissions.

As technologies evolve and more experience is gained, new concepts and approaches will be introduced to handle e-filing more efficiently and effectively. Equally important is reducing the cost of maintaining physical paper managed by each court. The current focus is to expand the implementation of e-filing by supporting additional case types.

Anticipated rollout timeline: Varies by level of court and case type. Protective Order Petition e-filing support must be in place by January 2020 to meet a legislated deadline. Family Law and Probate e-filing in the Superior Court and Regular Civil and Eviction Action e-filing in the Justice Courts are slated for delivery in calendar year 2020.

4. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)	Matches LJ AJACS adoption timeframe

2. General Importance or Impact to Your Court:

The AOC rollout of e-filing to superior and LJ courts may take several years and does not have immediate impact on the Mesa Municipal Court. However, the Mesa Municipal Court has made available to the public online forms that may be filled out and filed via email, to be imported into EDMS with relevant email responses from the court. Street scene templates are also provided online for the public's use in presenting as evidence in traffic cases.

STATEWIDE INITIATIVE

EXPANDING AUTOMATED NOTIFICATION CAPABILITIES

Description:
The Fair Justice for All Task Force's recommendations specify implementation of an automated, statewide, text notification system. This includes the capture, storage, and retrieval of cell phone number data fields in CMSs accompanied by appropriate permission and opt-out language for court users. Modifications have been made to the Arizona Traffic Ticket and Complaint (ATTC) that allow law enforcement to capture information used for notifications at the outset, or it can be added by court staff at any time. The system will be able to draw cell phone information from case management system databases and send out appropriate text messages and land line voice notifications regarding appearance dates and times, payment amounts due, or probation requirements.

Over time the features and coverage are being expanded to include support for various languages in text. By the end of 2019, text messages began to include the "azcourtpay.com" link. Expansion into additional languages, beginning with Spanish, will begin in first quarter 2020.

Anticipated rollout timeline: Available to limited jurisdiction courts with AJACS rollout, including voice notification on land lines in English. Non-AJACS courts, beginning with MCJC and Pima Superior, are obtaining access to the automated notification facility via local CMS integration.

4. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)	Unknown

2. General Importance or Impact to Your Court:

ATTC updated. Impact to be determined by resources needed to develop local CMS integration.

STATEWIDE INITIATIVE

ELECTRONIC DOCUMENT CERTIFICATION

Description:
Electronic documents are now common in the day-to-day business of the court, relied upon by court staff, other justice-related agencies, and the public. AOs authorizing electronic filing stipulate that electronic submittals are considered "originals" for the purpose of court business. For ACAP courts, the central document repository (CDR) holds replicated court filings following acceptance by local clerks. Those documents are also available to filers and soon to the public, but for reference only. A move is underway to have clerks electronically certify the version of their record held in the CDR (or local repository for non-ACAP courts) as the official record of the court, on a record-by-record basis when that designation is requested.

The Clerk of the Superior Court in Maricopa County, a non-ACAP court, has constructed and piloted a certification system using a vendor product, TrueCertify, with OnBase TIF and PDF records. A certified document file locator number appears on each page to uniquely identify each e-certified record. Information within the locator number can be verified by the clerk's office if the integrity of the e-certified record is questioned. Raised-seal certified copies are provided at no charge whenever an e-certified record is rejected by a using agency. Beginning as a pilot in 2013, it expanded into full production use for certain types of documents in early 2018, adding marriage licenses at that time.

Mohave Superior Court investigated the Maricopa solution for use with OnBase and AJACS but developed an internal process for clerk's staff to attach necessary OnBase documents to a PDF, electronically file stamp them, then forward to the requesting agency. Documents are stored on the court's file server.

Anticipated rollout timeline: Maricopa solution is in production. The local, standalone pilot underway in Mohave with County Attorney and Attorney General is being followed by development work in AJACS to support a single, statewide solution for ACAP courts.

4. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)	Unknown

2. General Importance or Impact to Your Court:

More detail needed.

STATEWIDE INITIATIVE

ELECTRONIC WARRANT SYSTEM

Description:
The purpose of the eWarrant effort is to enable automated statewide arrest warrant processes for all Arizona jurisdictions to streamline the overall process though reliance on a single, trusted warrant repository in the state. The project is currently investigating various technical options. Provided sufficient funding can be obtained, following proof of concept and license negotiation with a key supporting vendor, the eWarrants Project will undertake full automation of existing warrant processes from end to end in a consistent manner throughout the entire State for courts and law enforcement agencies.

When a court issues or quashes a warrant, a CMS interface will electronically generate a transaction to be sent to the JWI system at DPS for law enforcement to act upon. Once the warrant has been executed by law enforcement and updated in JWI, the court will be electronically notified via AJACS. This round-trip process will keep warrant issues and servers in synch with each other and enable near-real-time notification between agencies on warrant-related activities, removing the guesswork that has plagued the paper system.

Anticipated rollout timeline: Workflow and AJACS development activities led to piloting with multiple jurisdictions at the end of 2019. Testing will continue into 2020 before a timeline is created for statewide rollout.

5. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)	Unknown

2. General Importance or Impact to Your Court:

More detail needed, not AJACS court.

STATEWIDE INITIATIVE

DIGITIZING THE PROTECTIVE ORDER PROCESS

Description:
A 2002 effort determined the feasibility of centralizing the processes of protective order data management in Arizona so agencies and courts in the various jurisdictions across the state had equal access to orders on a consistent and timely basis. Legislated changes addressing deficiencies in the protective order process statewide coupled with the requirement to submit all civil protection orders served in Arizona to NCIC has driven the need for a single protective order system with participation from all 15 Arizona counties' courts and law enforcement agencies. This will ensure individuals restricted from buying guns will be entered into the federal NCIC database more consistently and timely which ultimately provides for better public safety.

Also, an integrated electronic system enables the public to electronically prepare their petition paperwork for filing rather than physically appearing at the court during business hours to complete a paper petition. The protective order project enables anyone in crisis with the help of a domestic violence victim's advocate, family/friend, or even by themselves to quickly and accurately submit paperwork electronically to an Arizona court from virtually any location. The related infrastructure changes also provide a technology basis for civil e-filing in limited jurisdiction courts statewide.

Anticipated rollout timeline: Legislation requires the central repository to be active by January 1, 2020. AJACS modifications will be completed to support that implementation date. Specifications have been provided to non-AJACS courts. Workarounds are being developed to enable use of the electronic repository for petitions still filed on paper.

4. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)	Matches LJ AJACS adoption timeframe

2. General Importance or Impact to Your Court:

Mesa Municipal Court met 1/1/2020 deadline for initial implementation of central repository based on specifications provided.

STATEWIDE INITIATIVE

DATA ANALYSIS/REPORTING

Description:
Goal 3A of the chief justice's strategic agenda focuses on key data both judges and court managers need to perform their caseload and oversight functions, ensuring that data is accurate and readily available to make informed operations and policy decisions. As a starting point, MS SSRS reports from the AJACS CMS were developed to assist in managing caseloads relative to the published time standards. Unfortunately, these reports only reflected a moment in time and were produced only periodically rather than in real time as judges desire. Moving the time standard reports out of AJACS to a centralized dashboard facility using Microsoft's Power BI tool will enable judges to log in and see up-to-date performance. The PowerBI data visualization tool will also visually alert judges to items falling outside of time standards. The tool draws attention to outlying data points and enables drill-down capability to identify the largest contributors to delays using the underlying CMS data to drive decision making by court leaders.

Anticipated rollout timeline: A prototype time standards dashboard was unveiled at the October 2019 Court Leadership Conference for reaction and comment. Depending on magnitude of changes requested, the production version of that dashboard will be available to judges during the first quarter of 2020. The dashboard concept will be expanded over time to power other areas of data-based decision making in accordance with the strategic agenda.

5. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)	Unknown

2. General Importance or Impact to Your Court:

More detail needed.

STATEWIDE INITIATIVE

ONLINE DISPUTE RESOLUTION

Description:

Consistent with the goal of promoting access to justice and the recommendations of the Fair Justice Task Force, the Judicial Branch is working to reduce the time and expense in certain types of cases by allowing litigants to resolve disputes without ever coming to the courthouse. An online dispute resolution (ODR) system would facilitate evaluation, negotiation, and judicial decision in those case types. The AOC continues conducting proof-of-concept pilots in multiple courts to determine whether ODR is viable in helping to resolve cases as litigants negotiate through use of the on-line resource. Reports will then be made to AJC by participants in the pilots before any decision is made to expand ODR statewide.

Pilot courts Yuma Superior and Pinal Superior are addressing Family Law cases with the use of court mediators on requests to modify child support, visitation, and legal decision making. An agreement between the parties can be executed using electronic signatures now that AO 2018-78 sets aside Family Court Rules requiring use of a notary on all ODR agreements.

Scottsdale Municipal Court is piloting the ability to accept plea documents from the city prosecutor and defendant for the purpose of accepting telephonic pleas on misdemeanor cases. Maricopa Superior Court implemented a separate pilot for family and civil cases, called "Accountability and Enforcement Court (ACE)," in July of 2018 and now is piloting an online platform to settle credit card debt cases under $50K.

Anticipated rollout timeline:

Pilots will continue until March 2020 to allow the collection of additional data to assess what requirements should be made in a Request for Qualification (RFQ) which will be developed and released during Spring 2020.

5. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)	Unknown

2. General Importance or Impact to Your Court:

More detail needed.

STATEWIDE INITIATIVE

LJ PUBLIC SAFETY ASSESSMENT AUTOMATION

Description:
This multi-phase project involves developing a fully automated process for answering the nine questions in the Public Safety Assessment (PSA) report which is currently prepared by pretrial officers for judges to use when establishing release conditions for persons arrested for crimes. The goal is to reduce the time it takes to complete a PSA allowing for the PSA to be used in additional limited jurisdiction courts which may not have pretrial services available to conduct the assessment. Phase One completed with pretrial staff still needing to verify certain answers or locate information to complete any unanswered questions to allow for all 9 PSA questions to be answered.

Pragmatica has been contracted to complete the next phase of the project that focuses on automatically triggering a request to conduct a PSA at the time a person is fingerprinted during the arrest/booking process and identifying the additional source information in court records or other criminal history information necessary to complete all 9 PSA questions in an automated fashion. Justice Web Interface (JWI) will continue to be the tool used for automated PSA reporting.

Some challenges that still must be addressed include the fact that not all court records are currently included in the AOC's public access database, out-of-state criminal records are not yet automatically evaluated, and failure to appear data is not always reported consistently in public access records.

Anticipated rollout timeline: Phase Two is just getting underway; no detailed tasks or timeline have been published yet for providing the PSA to limited jurisdiction courts.

4. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)	Unknown

2. General Importance or Impact to Your Court:

More detail needed.

STATEWIDE INITIATIVE

DIGITAL EVIDENCE REPOSITORY

Description:
Following the recommendations of the chief justice's Digital Evidence Task Force, Commission on Technology's Technical Advisory Council crafted a range of possible solutions for handling digital evidence before narrowing their focus to a vendor-hosted cloud solution that could be implemented within two years. The solution as envisioned takes into account the total evidence lifecycle: enabling submission to the court of digital evidence, storage of digital evidence after submission to the court, and access to digital evidence by the court and litigants in connection with court proceedings. Clerks will be provided tools and services to manage digital evidence within the portal. Attorneys and self-represented litigants will have the ability upload evidence from personal devices and use tools to edit and redact before submission to the court.

The concept was reviewed in several presentations to subcommittees of the Arizona Judicial Council and to AJC itself. The consensus was to pursue the concept as the starting point in a process that would likely require several iterations as technology and practices mature.

Anticipated rollout timeline: A demonstration project is underway with a potential vendor to prove the cloud portal concept in two courts. Formal procurement will need to follow before statewide adoption is possible.

5. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)	Unknown

2. General Importance or Impact to Your Court:

More detail needed.

D.2. LOCAL INFORMATION TECHNOLOGY STRATEGIC RESOURCES

This section provides high-level information about the technology spending and resources by court including all support provided by non-court entities like City IT.

Court	State Device Cost	Other Technical Cost	Number of:	
			Court FTE Technical Staff	City FTE Technical Support Staff
Mesa Municipal Court	0	$3,362,117	1	
Other Dept. – IT	0			3

APPENDIX A. CURRENT ENVIRONMENT

1. COURT HARDWARE ENVIRONMENT

This appendix lists all court-owned hardware deployed, including mainframes, servers, desktops, and other peripherals.

Dept.	PC Operating System	PC Count	Replacement Date / Strategy	Laptop Operating System	Laptop Count	Tablet Operating System	Tablet Count	Thin Client	Replacement Date/ Strategy	# of Network /PC Printers
Administration	Windows 10	107	3-5 yr cycle	Win 10	5	Win 10	8	4	3-5 yr cycle	87
Clerk	Windows 10	78	3-5 yr cycle	Win 10	0	Win 10	0		3-5 yr cycle	30
Other	Windows 10	21	3-5 yr cycle	Win 10	0	Win 10	0		3-5 yr cycle	1

2. HARDWARE FOR SPECIAL FUNCTIONS

Department	Number of				
	Public Access PCs	In Courtroom PCs	In Courtroom Thin Clients	In Chambers PCs	Imaging Workstations
Administration	4	19	0	9	12

3. LOCAL SERVER HARDWARE AND FUNCTION

Department	Server Hardware Type	Server Count	Operating System	Replacement Date/Strategy
Administration	VMWare ESXi running on Cisco Hyperflex HX240c (virtual)	4	Windows Server 2008 RS	5-year cycle – upgrades to latest OS planned by June 2020/extended support Extended support for 2008 R2 does include security updates from Microsoft – we purchased a plan to extend that support to apply after the Jan 14, 2020 end of support date.
	VMWare ESXi running on Cisco Hyperflex HX240c (virtual)	5	Windows Server 2012	5-year cycle
	VMWare ESXi running on Cisco Hyperflex HX240c (virtual)	1	Windows Server 2016	5-year cycle
	NOTES: • the virtual servers are running Windows software • the virtual servers are hosted on "nodes" on the VMWare cluster • the nodes run on Cisco Hyperflex physical hardware with VMWare software, which supports the virtual environment of servers			

- the nodes are constantly switching as VMWare constantly moves the VMs around to balance resources

4. NETWORK ENVIRONMENT

Department	Number of Devices (PCs & Printers) on Network	Network Software (NOS)	Firewall brand/model	Other Security Provisions
Administration	310	Win 10	Pal Alto at edge, F5 Viprion at DMZ level, IDS/IPS threat prevention	Big Fix patch mgmt, Tenable vulnerability mgmt., Sophos and Sentinel One anti-virus protection, Okta identity mgmt, multifactor authentication with Yubikey hardware key, Sophos DLP services, 802.1x NAC, DDOS monitoring at carrier level, reverse and forward proxies

5. SOFTWARE ENVIRONMENT

This section identifies all the software used in the court by category or function. It includes the state-provided applications (such as AZTEC, TIP, PIMS, JOLTS, and APETS) and also any word processing, spreadsheet, report writing and other database or other tracking applications.

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Court Management System (CMS)	Court CMS (Themis)	Tempe CMS as modified by Mesa Municipal Court	Interfaces with (batch process driven import/export of data via file transfer): FileNet, Prosecutor PbK, Excel Sentencing Packet, Versaterm/ Mesa PD Citations,	City of Mesa Information Technology Department (ITD)	July 2015	Review/assess every 5 years

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
			Verra Mobility/ Photo Enforcement, CHC/Behavioral Health and Home Detention, AOD/MVD and Tax Intercept			
Calendaring		Integrated within Court CMS	Court CMS			
Electronic Calendar Display System	Court Calendar	In house developed web-based application that displays courtroom information on lobby monitors and individual monitors outside of the courtrooms. The same technology is used to provide the docket on the Internet.	Court CMS	City of Mesa ITD	2/1/2010; upgraded 12/15/2017	Review/assess every 5 years
Exhibit Tracking	Exhibit Tracking	Manages the tracking of court exhibits. In-house web-based application. Recently	Court CMS	City of Mesa ITD	1/7/2016	Review/assess every 5 years

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
		rewritten in current web architecture.			Updated December 2019	
Digital Recording	VIQ Satellite	Digital audio recording system for courtrooms		VIQ; ExhibitOne Corporation	2018	Follow upgrade path set by vendor
Financials/Cash Management System	Court CMS	Financial/cash management functionality is included in Court CMS system	Daily check extract to FIN/ERP system	City of Mesa IT	July 2015	Review/assess every 5 years
File Tracking	EDMS	Electronic Document Management System (EDMS) supports all case files. Mesa Court is a paper on demand court.	Court CMS and Court MCS	FileNet	July 2015	Review/assess every 5 years and follow upgrade path set by FileNet vendor
Excel Forms	Sentencing Packets	Generates all court dates, abstracts, disposition reports, & receipts. It is developed using Excel and native format.	Court CMS	City of Mesa ITD	2005	Review/assess every 5 years
Forms Generation	Adobe Acrobat Pro	Forms are available to the public through the Court web page on the internet.		Court and City of Mesa ITD	2010	No changes

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Court Performance / Metrics Tracking Tool	SSRS and Visual Basic	Statistical reports are used to track performance and metrics.	Pull data from Court CMS	City of Mesa ITD	July 2015 with periodic additions/change	Review/assess every 5 years
Electronic Storage (SAN, NAS, etc.)	EMC	EMC VSAN Storage		EMC	10+ years ago	Follow upgrade path set forth by vendor
Data Backup/ Recovery System	Series of backup methodologies	Disk to Disk to Tape		EMC/NetBackup		Follow upgrade path set forth by vendor
E-mail Application	Exchange	Outlook and Microsoft Exchange – hosted		City of Mesa ITD and Microsoft	Server 3 yr / Client 8 yr	Review/assess every 5 years
Report Writing Tool	SQL Server Reporting Services (SSRS) and Visual Basic	A variety of reports can be generated via Court CMS or directly from SSRS	Pull data from Court CMS	City of Mesa ITD	July 2015 with periodic additions/change	Review/assess every 5 years

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Problem and Change Management	Cherwell	IT Service Management solution used to manage IT processes, including change management		City of Mesa ITD and Cherwell	July 2018	Review/assess every 5 years
Software Configuration Management	System Center Configuration Manager (SCCM)	Install, update and track usage of desktop software		City of Mesa ITD and Microsoft	2009	Review/assess every 5 years
Systems Development Productivity Software	Visual Studio 2013 – 2019	Software development application		City of Mesa ITD and Microsoft	2001	Follow upgrade path designated by vendor
Hardware & Software Asset Management	Cherwell	IT Service Management solution used to manage IT processes, including asset management		City of Mesa ITD and Cherwell	January 2019	Review/assess every 5 years
Procurement/ Materials Management	Advantage	Financial system		City of Mesa ITD and CGI	2014	Follow upgrade path designated by vendor

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Adobe Acrobat Reader	Acrobat Reader DC	Adobe version 2019		City of Mesa ITD	2000 with periodic upgrades	Follow upgrade path designated by vendor
Acrobat Professional	Acrobat Professional	Adobe Creative Cloud latest update		City of Mesa ITD	2000 with periodic upgrades	Follow upgrade path designated by vendor
Office Suite	Microsoft Office 365 Pro Plus (online version with automatic updates from Microsoft)	Productivity tools – email, word processing, spreadsheets – in the cloud		City of Mesa ITD and Microsoft	2015	Follow upgrade path designated by vendor
Database(s)	SQL 2016	Database		City of Mesa ITD and Microsoft	Upgraded to latest version in 2019	Follow upgrade path designated by vendor
Project Mgmt Tracking	MS-Project	MS Project		City of Mesa ITD and Microsoft	5 years	Follow upgrade path designated by vendor

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Timekeeping	Kronos	Reporting of work hours and annual leaves with approvals, reports & extracts		City of Mesa ITD and CGI	2013; upgraded in 2019	Follow upgrade path designated by vendor
Human Resources Software	AMS Advantage NeoGov	HRM (HR Mgt) NeoGov (Recruitment)		CGI Tech/Mesa IT NeoGov	2013 2013	Follow upgrade path designated by vendor
Virus Protection	Sophos			City of Mesa ITD	5 years	Follow upgrade path designated by vendor
Fines, Fees and Restitution Enforcement Module for FARE Participation	Court CMS	Building functionality within Court CMS to support FARE functionality.	Court CMS	City of Mesa ITD	In development	Implement FARE
Tax Intercept Program (TIP)	TIP	Refer outstanding debt to the Department of Revenue. In-house developed functionality within Court CMS.	Court CMS	City of Mesa ITD	11/1/2015	Build in-house integrated claim processing

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
						within Court CMS.
Other Collections Tracking	Collector Queue	Manage cases with past due balance. In-house developed web application.	Court CMS	City of Mesa ITD	7/1/2016	Implement FARE
Web IVR Payment Systems	eCourt / IVR	Provide online payment processing for case fines and fees.	Court CMS	City of Mesa ITD	16 years	Review/assess every 5 years
Digital Audio for Courtroom Recording	VIQ Satellite	Digital audio recording system for courtrooms		VIQ; ExhibitOne Corporation	2018	Follow upgrade path set by vendor
Video for Courtroom Recording	N/A					
Document Scanning and Imaging	Kofax	Kofax software used to capture images		City of Mesa ITD	7 years	Review/assess every 5 years
Electronic Document Management System	Filenet	Filenet		City of Mesa ITD and Filenet	7 years	Review/assess every 5 years

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Integration (ASC3) - electronic data sharing with county/city law enforcement	Versaterm and Brazos interface Warrant interface	Receive electronic citations from Mesa PD into Court CMS and FileNet. Court provides Mesa PD with electronic Warrant file which is automatically imported into State Warrant system.	Court CMS Court CMS	City of Mesa ITD and Mesa PD	7+ years for both	Review/assess every 5 years
Integration (ASC4) - Electronic Data Sharing with City/County Prosecutor	PbK Interfaces	In-house developed interfaces with City Prosecutor's Office. Electronically transmit criminal case information to Prosecutor system and file electronically Long Forms with Court.	Court CMS and Prosecutor by Karpel (PbK)	City of Mesa ITD and Karpel	5 years	Review/assess every 5 years
Integration (ASC5) - Electronic Data Reporting of Citations/ Dispositions to MVD		Electronically reports to MVD thru the AOC. Batch process within Court CMS.	Court CMS	City of Mesa ITD and AOC/MVD	20+ years reporting	Upgraded with implementation of Court CMS application Review/assess every 5 years

Application Category	Product Name	Description of the Application	Integrates with ….	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Integration – Electronic Data Sharing/Reporting of Photo Red Light and Photo School Speed Complaint Information with Photo Enforcement Vendor system		Electronic interface with Photo Enforcement and Process Server to file citations, manage citation acknowledgments, provide process service updates.	Court CMS	City of Mesa ITD	15+ years	Updated with implementation of Court CMS application Review/assess every 5 years
Data Warehouse						
Jury Management System	AgileJury	Maricopa County's Agile Jury system		Maricopa County Judicial Branch IT Staff and Xerox	2012	Review/assess every 5 years

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Bulk Data by Subscription	N/A					
Court Intranet and Supporting Applications	In Custody Transportation Calendar	Manages the transportation van capacity between Mesa In custody court and county jail		City of Mesa ITD	9 years	Review/assess every 5 years
Public Access	eCourt / IVR	Provide case information to the public through online web and interactive voice response.	Court CMS	City of Mesa ITD	15+ years	Review/assess every 5 years
Court Web Site	eCourt	Provide online payment processing for case fines and fees, case history and upcoming events.	Court CMS	City of Mesa ITD	15+ years	Review/assess every 5 years
Interactive Voice Response System (IVR)	ACD	Provide online payment processing for case fines and fees, case history and upcoming events.	Court CMS	City of Mesa ITD	15+ years	Review/assess every 5 years
Hardware / Software Inventory	Cherwell Asset Management (CAM)	Track and inventory court equipment and software licenses		City of Mesa ITD and Cherwell	2019	Review/assess every 5 years

Application Category	Product Name	Description of the Application	Integrates with ….	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Photo Enforcement and Redlight		Electronic interface with Photo Enforcement and Process server to file citations, manage citation acknowledgments, provide process service updates.	Court CMS	City of Mesa ITD	15+ years	Review/assess every 5 years
Process Service Data Transfer		Electronic interface for process service performed through Photo Enforcement agency	Court CMS	City of Mesa ITD	15+ years	Review/assess every 5 years
Program Orders Data Transfer						

6. COMPARISON OF ENVIRONMENT TO ARIZONA JUDICIAL BRANCH ENTERPRISE ARCHITECTURE

The table below prompts you to identify any current technologies and products classified in the retirement and containment categories of the architecture. Beginning with the FY08 plan, COT requires that a project be defined for the removal/replacement or any item listed in the "retirement" category within plan period. Items in the "containment" category can have no additional use without exception being granted by COT. The next stop on the lifecycle is retirement; therefore, further investment is unwise and serves to make removal/replacement only more difficult and expensive.

The complete, updated table appears on the COT website at http://www.azcourts.gov/cot/EnterpriseArchitectureStandards.aspx. Where there are unique, local undertakings that cannot be leveraged, a court is free to go beyond the standards set in the table. When sharable modules related to core applications are developed, the standards must be followed.

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Applications & Tools				
User Interface Delivery Method for Public Access	Internet Explorer ≤6	Internet Explorer	Current modern browsers (IE 11, Chrome, etc.)	N/A
User Interface Delivery Method for Business Applications	Character based	Silverlight	.NET Framework 4.7	N/A
Electronic Document Management	Hyland OnBase ≤14.0.1	Hyland OnBase 15	Filenet 5.5	N/A
Document Imaging	Kofax Card (SCSI)	Kofax Ascent Capture	Kofax Ascent Capture	N/A

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Report Writer for Ad Hoc Reporting	Crystal <10 MS-SSRS ≤2005	Crystal ≤10 MS-SSRS 2008	SQL SSRS Report Server 2016	N/A
Report Writer for Business Application Reports	Crystal <10 MS-SSRS ≤2005	Crystal 10 MS-SSRS 2008	SQL SSRS Report Server 2016	N/A
Development Languages	ASP (Classic), COBOL, JAM, RPG	Java (on a business case need basis), .NET Framework ≤V3.X, Silverlight, Windows Workflow Foundation	.NET Framework 4.7	N/A
Development Environment	Visual Studio ≤2012, Visual Studio 6	Visual Studio 2015, PowerBuilder, MS-Access Panther	Visual Studio 2013 - 2019	If an app was created on version 2013, it will generally remain on that version until we do a major enhancement or rewrite. There is sometimes risk in upgrading just for the sake of upgrade – it can break some functionality. Court CMS uses 2013, so that will remain in our environment for some time to come.
Source Control	Aldon		Microsoft AzureDev Ops (formerly known as Visual Studio Online)	N/A
Code Generation	Alachisoft	Visible Developer	Visible Developer, Excel	N/A

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Office Productivity Tools				
Word Processing	Word ≤2010	Word 2013	Word (Office 365 Pro Plus online version with automatic updates from Microsoft)	N/A
Spreadsheet	Excel ≤2010	Excel 2013	Excel (Office 365 Pro Plus online version with automatic updates from Microsoft)	N/A
Presentation	PowerPoint ≤2010	PowerPoint 2013	PowerPoint (Office 365 Pro Plus online version with automatic updates from Microsoft)	N/A
Local Standalone Database	MS-Access ≤2010	MS-Access 2013	Access (Office 365 Pro Plus online version with automatic updates from Microsoft)	N/A
E-mail Client	Outlook ≤2010, GroupWise (unsupported)	Outlook 2013, GroupWise (supported versions)	Outlook (Office 365 Pro Plus online version with automatic updates from Microsoft)	N/A
Instant Messaging		MS-Live Communication Server, Lync, Skype for Business 2013	Microsoft Teams (Office 365 Pro Plus online version with automatic updates from Microsoft)	N/A
Collaboration		Live Communication Server, SharePoint Server ≤2013, Google Apps	SharePoint Online (Office 365 Pro Plus online version with automatic updates from	N/A

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
			Microsoft; GGC (Government Community Cloud)	
Distance Learning		Centra	Microsoft Teams (Office 365 Pro Plus online version with automatic updates from Microsoft)	N/A
Data Architecture				
DBMS	SQL Server ≤2012	SQL Server 2012	SQL 2016	N/A
Data Warehouse DBMS	SQL Server <2012	Informix XPS, SQL Server 2012	SQL 2016	N/A
Data Exchange Model		Fixed format, XML homegrown	XML	N/A
e-Mail Encryption		S/MIME	Exchange Online Encryption/Office Message Encryption (OME)	N/A
Networks and Platforms				
Client Operating System	Windows ≤Vista and Windows 8	Windows 7 and 8.1	Windows 10	N/A

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Server & Network Operating Systems	OS/400, Windows ≤2008	Windows Server 2012	Windows Server 2008 R2 Windows Server 2012 Windows Server 2016	On extended support, plan to upgrade to latest OS by June 2020
Mobile Operating Systems	BlackBerry O/S		IOS, Android	N/A
Shared Services				
Component Service Layer		Services (previous version), DCOM, ASP (classic), Remoting	.Net Framework, Web APIs	N/A
Remote Access Through Internet by employees or contractors	ipsec/AnyConnect		Global Protect	N/A
Remote Access Through Internet by vendors or trusted partners	ipsec/AnyConnect; TeamViewer n-2 version	TeamViewer n-1 version	Global Protect	N/A
Message Transport Middleware				
Message Transport	MQ ≤V7.1	MQ V7.5/V8.0	MQ7.5	Per direction of AOC will move to newer version as needed
Data Transformation	Data Junction, MQSI, DTS	Cloverleaf, WMB V8.0, BizTalk	SFTP Voyager 16.2/ MQ 7.5	N/A

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Data Routing/Publish and Subscribe	MQSI	Cloverleaf, WMB V8.0, BizTalk	SFTP Voyager 16.2/ MQ 7.5	N/A
File Transfer, Transactional and Scheduled Production (Mission Critical)	FTP (intercourt and using public Internet), MQ ≤7.1	SFTP (intracourt only), MQ V7.5/V8.0	SFTP Voyager 16.2/ MQ 7.5	N/A
File Transfer, Production Non-Transactional and Ad Hoc (Not Mission Critical and Not Sensitive)	MQ ≤7.1, FTP	MQ V7.5/V8.0	SFTP Voyager 16.2/ MQ 7.5	N/A

ATTACHMENT 5
PHOENIX MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2021-2023

INTRODUCTION

In the past the courts in Maricopa County have submitted a single, consolidated Information Technology Strategic Plan document each year. Business leaders met to discuss current technology issues facing their courts, to determine the business drivers impacting technology, and recommend a priority for technology projects. Technical resources likewise submitted details about local projects and inventory to the superior court planning contact for inclusion in a master document for publication and approval. As a result of changes authorized by the Commission on Technology in 2014, municipal courts in the county have been authorized to submit plans directly to the Administrative Office of the Courts to appear as attachments to the document submitted by the Superior Court and Justice Courts. This plan covers only the activities of Phoenix Municipal Court in Maricopa County.

PLANNING METHOD AND PARTICIPANTS

This is a three (3) year technology strategic plan for the Phoenix Municipal court covering the period from January 2019 through June 2022. The following individuals from the court and city were involved in formulating the plan:

PHOENIX MUNICIPAL COURT in MARICOPA COUNTY	
Name	Title
Tom Carroll	Information Systems Officer
Joe Hamilton	DevOps Manager
Zona Cecil	Senior IT Systems Specialist
John Melisko	Senior IT Systems Specialist
Tanya Gray	Lead User Technology Specialist.
B. Don Taylor III	Chief Presiding Judge

A. COUNTY- AND CITY-LEVEL BUSINESS AGENDAS, INITIATIVES, AND PRESSURES

The county and its associated agencies as well as the city and its associated agencies have identified strategic business goals, initiatives, and pressures strategic business goals, initiatives, and pressures that relate to the court as follows:

STRATEGIC AGENDAS
City of Phoenix Innovation and Efficiency Savings Program
City of Phoenix Public Safety Strategic Plan: https://www.phoenix.gov/citymanager/strategicplan/study-areas/public-safety

B. LOCAL COURT STRATEGIC AGENDAS, INITIATIVES, AND BUSINESS PRESSURES

The court supports ***JUSTICE FOR THE FUTURE: PLANNING FOR EXCELLENCE 2019-2024*** and its vision to increase the public's trust in the court system, to inspire confidence that individual rights are being protected, and to ensure that all citizens are being treated fairly. This strategic agenda was released in July 2019 at the direction of the judiciary's new chief justice. It remains consistent with the previous ***ADVANCING JUSTICE TOGETHER*** vision and encompasses five broad goals, each associated with several key strategic business needs. The goals are:

6. Promoting Access to Justice;
7. Protecting Children, Families, and Communities;
8. Promoting Judicial Branch Excellence and Innovation;
9. Enhancing Professionalism within Arizona's Courts; and
10. Promoting Public Trust and Confidence.

The complete strategic plan is available at:
https://www.azcourts.gov/AZ-Courts/Strategic-Agenda.

COURT/LOCAL AGENCY NAME	STRATEGIC AGENDA	TECHNOLOGY RESPONSE
Phoenix Municipal Court	CMS Web Upgrade Project – Phase VI Aligns with the following Justice 20/20 goal: 3	Back end upgrades for OnBase, preliminary planning for moving from Informix to SQL server, updating our Active Case Imaging discovery plans and on-line sentencing enhancements for iCMS.
Phoenix Municipal Court	New Payment Portal Aligns with the following Justice 20/20 goal: 3	Create a new payment portal for defendants to make on-line payments. PMC will leverage the city's credit card transaction volume.

COURT/LOCAL AGENCY NAME	STRATEGIC AGENDA	TECHNOLOGY RESPONSE
Phoenix Municipal Court	Active Case Imaging Project Aligns with the following Justice 20/20 goal: 3	Scheduled to commence in 2021, the Court will undertake a project to convert paper active case files to digital files within the local OnBase EDMS, and integrate the OnBase system with Court's iCMS.
Phoenix Municipal Court	MVD Modernization Project Aligns with the following Justice 20/20 goal: 4	MVD is updating their primary application and changing a specification related to data that courts transmit to them.
Phoenix Municipal Court	Jury Center A/V Refresh Aligns with the following Justice 20/20 goal: 4	Upgrade aging A/V components in the Jury Center used to share instructional information, communicate with the jurors and provide entertainment.

C. CURRENT TECHNOLOGICAL ENVIRONMENT

This section summarizes both the statewide and local hardware and software environment. Hardware includes mainframes, servers, desktops, and other peripherals. Software includes statewide applications, local software and desktop productivity tools.

HARDWARE

Listed below are the total of the number of desktops, laptops, and network printers in Phoenix Municipal Court.

Description	Total Count
Desktop total	420
Laptop total	18
Thin clients	22
Tablet total	5
Network printer total	94

The operating system (OS) for the desktops and laptops is Windows 10. The City IT maintains a 5-year refresh cycle for desktop devices.

These totals address "specialized uses" of some PCs in the court:

Description	Total Count
Public Access PCs	8
PCs in the Courtroom	38
Thin Client in the Courtroom	0
PCs in the Chambers	26
PCs used for ACJIS	1
Imaging PCs	2

There is a total of 11 physical servers at the court or for court use at the city, running a mixture of Windows, AIX, and VMWare ESXi. Additionally, 75 virtual servers are in use by the city.

The Windows Network Operating Systems (NOS) are Microsoft Windows Server 2012 and Microsoft Windows Server 2012 R2, Microsoft Windows Server 2016, RedHat 7.6, AIX 7.2, and VMWare ESXi.

SOFTWARE

Appendix A identifies all the software used in the court including any state-provided applications such as AJACS, AZTEC, APETS, TIP, JOLTS, and any word processing, spreadsheet, report writing, and other database or other tracking applications.

D. INFORMATION TECHNOLOGY STRATEGIC PROJECTS

This section identifies each statewide and local strategic project in which the court participates or will actively be pursing over the next three years. For those projects primarily supported at the state level, it will identify project status and describe the local courts' planned participation and note any related, independent future plans. For independent but complimentary local projects, additional details on resources and future plans are included.

This section also includes information for independent technology projects which are not primarily supported by state resources. Information on these projects includes showing alignment to both statewide and local technology strategic initiatives and enterprise architecture standards. Any technologies or products appearing in the "Retirement" column of the Enterprise Architecture standards table have a corresponding migration or replacement project identified.

The statewide strategic technology priorities as assigned by the Commission on Technology, are as follows:

1. Production Support (incl. bug fixes, req'd chgs)
2. Manage & Improve Security (incl. COOP rvw)
3. Finish Core System Deployments (GJ/ LJ)
4. Mitigate Aging Technology Risk
5. Increase Revenue Flow (FARE, eAccess, eFiling)
6. Increase Data Utilization (ex. access & BI)
7. Public Facing Services (eFiling, eAccess, eNotification, ODR)
8. Integrate Systems to Improve Productivity and Capability
9. Enhance Core Systems with New Functionality

COT members also reaffirmed the importance of existing strategic projects and placed them in the general priority set indicated below:

- Deploy New eFiling Case Types
- Deploy LJ Judge Automation
- Expand Automated Notifi-cation Capability
- JOLTSaz Dependency & Officer UI
- AJACS - AZTEC Replacement
- eCertification
- Justice Court eFiling
- FARE - Infrastructure Port
- Online Dispute Resolution
- Mental Health Repository
- Data Analysis/Reporting
- eWarrant System
- New Appellate CMS Setup
- CPOR 2 Implementation
- FARE Implementation for Non-Standard Courts
- Move AJACS Superior Courts to V6.1
- LJ PSA Automation
- Conditions of Release Tracking
- Data Access Portals
- Digital Evidence

* Note: Not all projects apply all courts in the state.

COURT IT ACCOMPLISHMENTS CY2019

This section lists the accomplishments of the court in information technology projects from January 2019 to January 2020.

PHOENIX MUNICIPAL COURT ACCOMPLISHMENTS

STRATEGIC PROJECT (State or Local)	PROGRAM / PROJECT	DESCRIPTION	LOCAL ACCOMPLISHMENT
State	Orders of Protection	Statewide project driven by legislation to automate the assignment of service for orders.	Integration with the AZPoint system, and functionality upgrades to CMS in support of the new processes.
Local	CMS Upgrade Phase IV – Steps 1-6	OnBase solution will needs to be architected for high availability and scalability in order for the Court to comply with the Arizona Supreme Court, Administrative Office of the Courts Document Management Checklist for Fully Paperless Court Operations.	Completed 6 out of 7 milestones for the project.
Local	CMS Upgrade Phase III Launch	Launched a major upgrade to the Phoenix Municipal Court CMS with a new web user interface and a modern scalable system architecture.	Performed a staggered rollout to customers ensuring that we had support resources to aid as users adjust to the new platform.
Local	Courtroom Audio Upgrade	Replace > 20-year-old courtroom audio equipment.	Every courtroom now has vendor supported, modern audio equipment. Vendor SLA has aggressive response times minimizing the risk of a disruption to court proceedings due to a hardware issue.

STRATEGIC PROJECT (State or Local)	PROGRAM / PROJECT	DESCRIPTION	LOCAL ACCOMPLISHMENT
Local	Compliance Assistance Program Enhancement	The purpose of this project is to further enhance the court's Compliance Assistance Program (CAP) and develop the processes necessary to modify the existing PMC practice of issuing failure to pay warrants to enforce payment of fines, fees, and restitution on all criminal violations. This change will also change the dependency on a warrant for referral of obligations to a collection agency.	Implemented all changes as planned.
Local	Collections Pullback and Reallocation	Moving all court collections to the statewide Court Collection agency vendor	All court collections have been migrated to Conduent.

STRATEGIC PROJECT (State or Local)	PROGRAM / PROJECT	DESCRIPTION	LOCAL ACCOMPLISHMENT
Local	New AOC Monthly Reports	"New AOC Monthly Statistical Reports - new AOC requirement per Court Services: 4. Misdemeanor, Criminal Traffic, And Civil Traffic Caseload by Defendant Report 5. Manner of Disposition by Charge Report 6. Manner of Sentencing by Charge 7. Civil Manner of Disposition	All monthly statics per AOC requirements have been placed into production and automatically transmit to the AOC on the first of the month.
Local	Phase II Computer Room Upgrade	Replace computer room cooling systems (CRAC) to ensure a stable infrastructure for computer servers that support to critical applications such as CMS that provide access to law enforcement 24 X 7.	Two new CRAC units have been installed, along with redundant room humidity control.

COURT PROJECTS MASTER LIST

This section collects all information technology project-related information for all the court during calendar year 2015. Projects listed include both those in support of statewide efforts as well as independent strategic technology projects that support the court's strategic initiatives independent from the statewide projects.

STATEWIDE PROJECT PARTICIPATION

Strategic Project Name / Phase	Brief Project Description	Related Statewide Project	Participation Scheduling	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
AZPOINT Improvements	Statewide project to automate the assignment of orders for service and image. orders locally Complete code/case standardization and local petition and order imaging activities.	Protective Order Re-engineering	One of the last	FY20	Underway	

OTHER LOCAL INDEPENDENT PROJECTS

Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
PMC Payment Portal	The Court is building a customer facing payment portal that will allow customers the ability to pay multiple ways.	FY20	Underway	
Jury Center A/V Refresh	Upgrade aging A/V components in the Jury Center used to share instructional information, communicate with the jurors and provide entertainment.	FY21	Planned	
CMS Upgrade Phase IV	Proof of concept with VMWare on AWS and Development of online sentencing to support active case imaging.	FY21	Underway	
iCMS Quality of Life Enhancements	The court will be working with staff to identify opportunities for quality of life enhancements and efficiency gains made possible by the new user interface.	FY21	Planned	
MVD Modernization Project	MVD is updating their primary application and changing a specification related to data that courts transmit to them.	FY20	Underway	
Active Case Imaging Project	The Court will convert paper active case files to digital files within the local OnBase EDMS and integrate the OnBase system with Court's iCMS.	FY22	Planned	

D. 1. MAJOR STATEWIDE INITIATIVES AND PLANNING/IMPACT INFORMATION

The tables below provide Commission on Technology with visibility into the demand for the new technology initiatives that require long-range preparation and may have significant impacts on local infrastructures, resources, and training requirements. Courts should consider high-level impact perspectives that factor into their participation in statewide systems and initiatives.

STATEWIDE INITIATIVE

LJ Judge Automation
(Limited Jurisdiction Courts Only)

Description:
Historically, court automation was significantly structured to take place in the back-office via a judicial administrative assistant, clerk, court information staff, or judicial officer. Current technology advances provide the opportunity to move away from paper and into the digital world. All technology enhancements introduce changes that have some impact on the court and court processes. The LJ AJACS application offers court staff and judicial officers the ability to use the court management system in the courtroom as well as in the back office. A case worksheet provided with AJACS gives quick access to the key components of court cases including ease of access to updating case information, checking financial information, the charges on the case, case status, and many other quick option features. The worksheet has collapsible sections to provide ease of visibility to detailed case information. The sections of the worksheet are secured so that a section cannot be expanded when the case information does not yet support its use.

The current AJACS Case Worksheet has been available to all LJ courts since their conversion from AZTEC. Numerous courts and judges use the Case Worksheet in the courtroom for real-time case processing and adjudication. Though the worksheet underwent detailed business analysis, development, and testing initially, the time has come to reassess its practical usability. A new Judge Automation Focus Group will assess worksheet modifications and enhancements necessary to speed the judicial process and further streamline case processing (both in the courtroom and back office). This focus group will provide valuable feedback and suggestions for module enhancements and development of new features.

Anticipated rollout timeline: Rollout accompanies each Statewide LJ AJACS implementation going forward. Judges and court staff were trained on the use of the worksheet prior to each court's AJACS implementation. Additional features and enhancements determined by the Judge Automation Focus Group are being targeted for analysis, design, and development beginning fall of 2019. Implementation will be accomplished as future AJACS releases are pushed out, beginning in Summer 2020.

5. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)	Matches LJ AJACS timeframe

2. General Importance or Impact to Your Court: N/A

STATEWIDE INITIATIVE

Electronic Filing Case Types Expansion

Description:
Electronic Filing, better known as e-filing, comprises a set of software applications designed to communicate and interoperate with case management systems (CMSs), an online payment provider, and multiple electronic filing service providers. It enables attorneys and self-represented litigants to assemble, pay for, and submit case data and documents online to individual courts. It simultaneously provides a means for clerks to review and accept e-filed submissions within their respective CMSs before supplying the information to judges to prepare for and conduct court hearings. Once a submission is clerk-accepted with virtually the touch of a button, automated CMS docketing processes file the associated data and documents into official case files. Notifications indicating the status of the clerk's filing process are returned to the submitting attorneys and parties letting them know their case information is filed and documents are readily available for reference online.

Delivering case information online removes the need for clerks to manually enter case data and scan case documents into CMSs, which has been the norm for processing physical paper documents delivered over-the-counter for decades. The goal of this statewide initiative remains to enable the e-filing of all case types in all Arizona courts. As of June 2019, all general jurisdiction courts support civil case e-filing. Maricopa Superior Court continues updating its e-filing capability to accept and process case-initiating submissions.

As technologies evolve and more experience is gained, new concepts and approaches will be introduced to handle e-filing more efficiently and effectively. Equally important is reducing the cost of maintaining physical paper managed by each court. The current focus is to expand the implementation of e-filing by supporting additional case types.

Anticipated rollout timeline: Varies by level of court and case type. Protective Order Petition e-filing support must be in place by January 2020 to meet a legislated deadline. Family Law and Probate e-filing in the Superior Court and Regular Civil and Eviction Action e-filing in the Justice Courts are slated for delivery in calendar year 2020.

5. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)	3-4 years

6. General Importance or Impact to Your Court: The focus for Phoenix Municipal Court over the next 24 months will be to complete the technical architecture required to commence the fifth and final stage of the CMS Upgrade, which is active case imaging.

STATEWIDE INITIATIVE

EXPANDING AUTOMATED NOTIFICATION CAPABILITIES

Description:
The Fair Justice for All Task Force's recommendations specify implementation of an automated, statewide, text notification system. This includes the capture, storage, and retrieval of cell phone number data fields in CMSs accompanied by appropriate permission and opt-out language for court users. Modifications have been made to the Arizona Traffic Ticket and Complaint (ATTC) that allow law enforcement to capture information used for notifications at the outset, or it can be added by court staff at any time. The system will be able to draw cell phone information from case management system databases and send out appropriate text messages and land line voice notifications regarding appearance dates and times, payment amounts due, or probation requirements.

Over time the features and coverage are being expanded to include support for various languages in text. By the end of 2019, text messages began to include the "azcourtpay.com" link. Expansion into additional languages, beginning with Spanish, will begin in first quarter 2020.

Anticipated rollout timeline: Available to limited jurisdiction courts with AJACS rollout, including voice notification on land lines in English. Non-AJACS courts, beginning with MCJC and Pima Superior, are obtaining access to the automated notification facility via local CMS integration.

5. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)	1-2 years

2. General Importance or Impact to Your Court: Improving communication with the customer is always a priority. This and other forms of reaching the customer via technology will be something we continue to explore in the coming years.

STATEWIDE INITIATIVE

ELECTRONIC DOCUMENT CERTIFICATION

Description:
Electronic documents are now common in the day-to-day business of the court, relied upon by court staff, other justice-related agencies, and the public. AOs authorizing electronic filing stipulate that electronic submittals are considered "originals" for the purpose of court business. For ACAP courts, the central document repository (CDR) holds replicated court filings following acceptance by local clerks. Those documents are also available to filers and soon to the public, but for reference only. A move is underway to have clerks electronically certify the version of their record held in the CDR (or local repository for non-ACAP courts) as the official record of the court, on a record-by-record basis when that designation is requested.

The Clerk of the Superior Court in Maricopa County, a non-ACAP court, has constructed and piloted a certification system using a vendor product, TrueCertify, with OnBase TIF and PDF records. A certified document file locator number appears on each page to uniquely identify each e-certified record. Information within the locator number can be verified by the clerk's office if the integrity of the e-certified record is questioned. Raised-seal certified copies are provided at no charge whenever an e-certified record is rejected by a using agency. Beginning as a pilot in 2013, it expanded into full production use for certain types of documents in early 2018, adding marriage licenses at that time.

Mohave Superior Court investigated the Maricopa solution for use with OnBase and AJACS but developed an internal process for clerk's staff to attach necessary OnBase documents to a PDF, electronically file stamp them, then forward to the requesting agency. Documents are stored on the court's file server.

Anticipated rollout timeline: Maricopa solution is in production. The local, standalone pilot underway in Mohave with County Attorney and Attorney General is being followed by development work in AJACS to support a single, statewide solution for ACAP courts.

5. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)	1-2 years

2. General Importance or Impact to Your Court: This is something that we will review during our upcoming project to convert to digital case files.

STATEWIDE INITIATIVE

ELECTRONIC WARRANT SYSTEM

Description:
The purpose of the eWarrant effort is to enable automated statewide arrest warrant processes for all Arizona jurisdictions to streamline the overall process though reliance on a single, trusted warrant repository in the state. The project is currently investigating various technical options. Provided sufficient funding can be obtained, following proof of concept and license negotiation with a key supporting vendor, the eWarrants Project will undertake full automation of existing warrant processes from end to end in a consistent manner throughout the entire State for courts and law enforcement agencies.

When a court issues or quashes a warrant, a CMS interface will electronically generate a transaction to be sent to the JWI system at DPS for law enforcement to act upon. Once the warrant has been executed by law enforcement and updated in JWI, the court will be electronically notified via AJACS. This round-trip process will keep warrant issues and servers in synch with each other and enable near-real-time notification between agencies on warrant-related activities, removing the guesswork that has plagued the paper system.

Anticipated rollout timeline: Workflow and AJACS development activities led to piloting with multiple jurisdictions at the end of 2019. Testing will continue into 2020 before a timeline is created for statewide rollout.

6. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)	3-4 years

2. General Importance or Impact to Your Court:

STATEWIDE INITIATIVE

DIGITIZING THE PROTECTIVE ORDER PROCESS

Description:
A 2002 effort determined the feasibility of centralizing the processes of protective order data management in Arizona so agencies and courts in the various jurisdictions across the state had equal access to orders on a consistent and timely basis. Legislated changes addressing deficiencies in the protective order process statewide coupled with the requirement to submit all civil protection orders served in Arizona to NCIC has driven the need for a single protective order system with participation from all 15 Arizona counties' courts and law enforcement agencies. This will ensure individuals restricted from buying guns will be entered into the federal NCIC database more consistently and timely which ultimately provides for better public safety.

Also, an integrated electronic system enables the public to electronically prepare their petition paperwork for filing rather than physically appearing at the court during business hours to complete a paper petition. The protective order project enables anyone in crisis with the help of a domestic violence victim's advocate, family/friend, or even by themselves to quickly and accurately submit paperwork electronically to an Arizona court from virtually any location. The related infrastructure changes also provide a technology basis for civil e-filing in limited jurisdiction courts statewide.

Anticipated rollout timeline: Legislation requires the central repository to be active by January 1, 2020. AJACS modifications will be completed to support that implementation date. Specifications have been provided to non-AJACS courts. Workarounds are being developed to enable use of the electronic repository for petitions still filed on paper.

5. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)	immediately

2. General Importance or Impact to Your Court: Phoenix Municipal Court participated in the statewide AZPoint project.

STATEWIDE INITIATIVE

DATA ANALYSIS/REPORTING

Description:
Goal 3A of the chief justice's strategic agenda focuses on key data both judges and court managers need to perform their caseload and oversight functions, ensuring that data is accurate and readily available to make informed operations and policy decisions. As a starting point, MS SSRS reports from the AJACS CMS were developed to assist in managing caseloads relative to the published time standards. Unfortunately, these reports only reflected a moment in time and were produced only periodically rather than in real time as judges desire. Moving the time standard reports out of AJACS to a centralized dashboard facility using Microsoft's Power BI tool will enable judges to log in and see up-to-date performance. The PowerBI data visualization tool will also visually alert judges to items falling outside of time standards. The tool draws attention to outlying data points and enables drill-down capability to identify the largest contributors to delays using the underlying CMS data to drive decision making by court leaders.

Anticipated rollout timeline: A prototype time standards dashboard was unveiled at the October 2019 Court Leadership Conference for reaction and comment. Depending on magnitude of changes requested, the production version of that dashboard will be available to judges during the first quarter of 2020. The dashboard concept will be expanded over time to power other areas of data-based decision making in accordance with the strategic agenda.

6. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)	1-2 years

2. General Importance or Impact to Your Court: Data driven analytics is an important component of the modern decision-making progress.

STATEWIDE INITIATIVE

ONLINE DISPUTE RESOLUTION

Description:
Consistent with the goal of promoting access to justice and the recommendations of the Fair Justice Task Force, the Judicial Branch is working to reduce the time and expense in certain types of cases by allowing litigants to resolve disputes without ever coming to the courthouse. An online dispute resolution (ODR) system would facilitate evaluation, negotiation, and judicial decision in those case types. The AOC continues conducting proof-of-concept pilots in multiple courts to determine whether ODR is viable in helping to resolve cases as litigants negotiate through use of the on-line resource. Reports will then be made to AJC by participants in the pilots before any decision is made to expand ODR statewide.

Pilot courts Yuma Superior and Pinal Superior are addressing Family Law cases with the use of court mediators on requests to modify child support, visitation, and legal decision making. An agreement between the parties can be executed using electronic signatures now that AO 2018-78 sets aside Family Court Rules requiring use of a notary on all ODR agreements.

Scottsdale Municipal Court is piloting the ability to accept plea documents from the city prosecutor and defendant for the purpose of accepting telephonic pleas on misdemeanor cases. Maricopa Superior Court implemented a separate pilot for family and civil cases, called "Accountability and Enforcement Court (ACE)," in July of 2018 and now is piloting an online platform to settle credit card debt cases under $50K.

Anticipated rollout timeline:

Pilots will continue until March 2020 to allow the collection of additional data to assess what requirements should be made in a Request for Qualification (RFQ) which will be developed and released during Spring 2020.

6. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)	3-4 years

2. General Importance or Impact to Your Court:

STATEWIDE INITIATIVE

LJ PUBLIC SAFETY ASSESSMENT AUTOMATION

Description:
This multi-phase project involves developing a fully automated process for answering the nine questions in the Public Safety Assessment (PSA) report which is currently prepared by pretrial officers for judges to use when establishing release conditions for persons arrested for crimes. The goal is to reduce the time it takes to complete a PSA allowing for the PSA to be used in additional limited jurisdiction courts which may not have pretrial services available to conduct the assessment. Phase One completed with pretrial staff still needing to verify certain answers or locate information to complete any unanswered questions to allow for all 9 PSA questions to be answered.

Pragmatica has been contracted to complete the next phase of the project that focuses on automatically triggering a request to conduct a PSA at the time a person is fingerprinted during the arrest/booking process and identifying the additional source information in court records or other criminal history information necessary to complete all 9 PSA questions in an automated fashion. Justice Web Interface (JWI) will continue to be the tool used for automated PSA reporting.

Some challenges that still must be addressed include the fact that not all court records are currently included in the AOC's public access database, out-of-state criminal records are not yet automatically evaluated, and failure to appear data is not always reported consistently in public access records.

Anticipated rollout timeline: Phase Two is just getting underway; no detailed tasks or timeline have been published yet for providing the PSA to limited jurisdiction courts.

5. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)	3-4 years

2. General Importance or Impact to Your Court:

STATEWIDE INITIATIVE

DIGITAL EVIDENCE REPOSITORY

Description:
Following the recommendations of the chief justice's Digital Evidence Task Force, Commission on Technology's Technical Advisory Council crafted a range of possible solutions for handling digital evidence before narrowing their focus to a vendor-hosted cloud solution that could be implemented within two years. The solution as envisioned takes into account the total evidence lifecycle: enabling submission to the court of digital evidence, storage of digital evidence after submission to the court, and access to digital evidence by the court and litigants in connection with court proceedings. Clerks will be provided tools and services to manage digital evidence within the portal. Attorneys and self-represented litigants will have the ability upload evidence from personal devices and use tools to edit and redact before submission to the court.

The concept was reviewed in several presentations to subcommittees of the Arizona Judicial Council and to AJC itself. The consensus was to pursue the concept as the starting point in a process that would likely require several iterations as technology and practices mature.

Anticipated rollout timeline: A demonstration project is underway with a potential vendor to prove the cloud portal concept in two courts. Formal procurement will need to follow before statewide adoption is possible.

6. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)	3-4 years

2. General Importance or Impact to Your Court:

D.2. LOCAL INFORMATION TECHNOLOGY STRATEGIC RESOURCES

This section provides high-level information about the technology spending and resources by court including all support provided by non-court entities like City IT.

Court	State Device Cost	Other Technical Cost	Number of:	
			Court FTE Technical Staff	City FTE Technical Support Staff
Phoenix Municipal Court	0	$ 2,275,390	19	0
Other Dept.				

APPENDIX A. CURRENT ENVIRONMENT

1. COURT HARDWARE ENVIRONMENT

This appendix lists all court-owned hardware deployed, including mainframes, servers, desktops, and other peripherals.

Dept.	PC Operating System	PC Count	Replacement Date / Strategy	Laptop Operating System	Laptop Count	Tablet Operating System	Tablet Count	Thin Client	Replacement Date/ Strategy	# of Network /PC Printers
Phoenix Municipal Court	Windows 10	420	5 yr cycle	Win 10	18	Win 10	5	22	5 yr cycle	94

2. HARDWARE FOR SPECIAL FUNCTIONS

Department	Number of					
	Public Access PCs	In Courtroom PCs	In Courtroom Thin Clients	In Chambers PCs	Dedicated ACJIS Terminals	Imaging Workstations
Phoenix Municipal Court	8	38	0	26	1	2

3. LOCAL SERVER HARDWARE AND FUNCTION

Department	Server Hardware Type	Server Count	Operating System	Replacement Date/Strategy
IT	Dell PowerEdge	3	2012 x64/2016	5-year cycle
	Dell PowerEdge	3	ESXi V6	5-year cycle
	IBM	5	AIX 7.2	5-year cycle

4. NETWORK ENVIRONMENT

Department	Number of Devices (PCs & Printers) on Network	Network Software (NOS)	Firewall brand/model	Other Security Provisions
Administration	554	Microsoft Windows Server 2012 & Microsoft Windows Server 2016.	CheckPoint	Patch mgmt, SCCM, MS AV AMW, CrowdStrike, VPN, MS Terminal Server, Network Segmentation

5. SOFTWARE ENVIRONMENT

This section identifies all the software used in the court by category or function. It includes the state-provided applications (such as AZTEC, TIP, PIMS, JOLTS, and APETS) and any word processing, spreadsheet, report writing and other database or other tracking applications.

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Court Management System (CMS)		Integrated case and financial management system.		Developed and supported PMC	Jan 2019	CMS Web Upgrade
Calendaring		Part of CMS		PMC staff	Jan 2019	CMS Web Upgrade
Exhibit Tracking		Evidence Tracking Sys		PMC staff	17+ Years	Continue updating MS ACCESS until CMS Web Upgrade is complete and analysis can be completed to determine if it

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
						should be incorporated into CMS.
Financials/Cash Management System		Part of CMS		PMC staff	Jan 2019	CMS Web Upgrade
File Tracking						
Forms Generation		Part of CMS. Integrated with case and financial mgmt system.		PMC staff	Jan 2019	CMS Web Upgrade
Court Performance / Metrics Tracking Tool		Part of CMS. Integrated with case and financial mgmt system supplemented with SQL programs.		PMS staff	Jan 2019	CMS Web Upgrade
Electronic Storage (SAN, NAS, etc.)		SAN		EMC VNX5400	3 year	
Data Backup/ Recovery System		Tivoli and Commvault Simpana backup servers and recovery		Tivoli Storage Manager/DataPros Offsite Storage/SunGard Business	13+ years Tivoli / 5 years Commvault	Establish mirrored datacenter at Central IT

Application Category	Product Name	Description of the Application	Integrates with ….	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
				Continuity Services for remote data center services.		Dept's or third party
E-mail Application		Office 365 (Outlook)		City IT & PMC staff	4	None planned, supported by Central City IT
Report Writing Tool		SQL, PERL and Panther Report Writer		PMC staff	17+ years	Rather than go to an interim product, the plan is to migrate to SSRS with the SQL Migration
Software Configuration Management		SCM for CMS and WSUS for MS client server patching; SCCM for workstation software deployment		CA and PMC staff	17+ years and 3 year respectively	As part of the CMS Web upgrade we are moving to TFS

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implement ation Date	Replacement Date/Strategy
Systems Development Productivity Software		AllFusion Process Modeler (aka BPWin), AllFusion Data Modeler (aka ERWIN)		AllFusion products – CA and local court staff.	AllFusion products: 15+ years.	AllFusion products – evaluating conversion to analogous tools in IBM Rational suite.
Visio		Visio		Court staff	10+ years	None at this time.
Data Modeling		IBM Rational Requisite Pro (system requirements management tool), IBM Rational RUP (s/w development process management tool), IBM Rational XDE (code modeling and generation tool)		IBM Rational products – IBM and local court staff.	IBM Rational products: 7+ years	IBM Rational products – remain current with new releases.

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Hardware & Software Asset Management		SCCM & MS ACCESS based system for tracking inventory of hardware and software assets		PMC staff	3 yr 18+ years	Looking for COTS asset mgmt. solution to replace MS Access database
Procurement/ Materials Management		SAP		PMC staff and Central IT	14+ years	No plans for replacement now
Adobe Acrobat Reader		Adobe CS		Adobe Local PC	4 years	As needed
Acrobat Professional						
MS Office Suite		Word, Excel, PowerPoint, Access 2016 (Office 365)		MS/local staff	3 year	As needed/replacement based on City direction
Database(s)		Informix, Oracle, SQL Server 2012/2014, Access			17+years	We continue to stay on the latest supported versions.

Application Category	Product Name	Description of the Application	Integrates with ….	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Project Mgmt Tracking		MS Project 2013		MS/Local Staff	4 years	As Needed
Timekeeping		MS Access Office 365	N/A	PMC Staff and HR-WARE	10+ years	No planned replacement at this time
Human Resources Software						
Virus Protection		Microsoft System Center Configuration Manager Endpoint Protection		PMC Staff	Current	Upgrades with City
Fines, Fees and Restitution Enforcement Module for FARE Participation		Interface and complementary process with Integrated Case and Financial Mgmt System		PMC staff with AOC and ACS	12+ years (FULL FARE implementation 07/05)	Coordinate upgrades w/AOC
Tax Intercept Program (TIP)				Phx and AOC staff	12+ years	Coordinate upgrades w/AOC

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Other Collections Tracking		Included in Integrated Case and Financial Mgmt system including: internal delinquencies tracking and collections support processes interfaces to private collection agencies.		PMC staff and various collection agencies	Jan 2019	CMS Web Upgrade
Web IVR Payment Systems		Included in FARE as integrated with CMS		PMC staff, AOC & ACS	12+ years	Updates will be coordinated by AOC
Digital Audio for Courtroom Recording		FTR Reporter		PMC staff and FTR	14+ years	No plans at this time
Video for Courtroom Recording		Polycom used for video initial appearance program pilot		Polycom	6 years	As needed
Document Scanning and Imaging		Closed Cases Records Archiving using OnBase		DataBank/Hyland/ PMC staff	8 years	No plans
Electronic Document Management System		Closed Cases Records Archiving using OnBase		DataBank/ Hyland / PMC staff	8 years	TBD

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implement ation Date	Replacement Date/Strategy
Integration (ASC3) - electronic data sharing with county/city law enforcement		Misdemeanor Warrants, Officers work schedules, Officer Subpoenaing, Citation Accountability, Automated Disposition Reporting		PMC staff/PPD /DPS/ AOC/e-Corridor (vendor)	Jan 2019	CMS Web Upgrade
Integration (ASC4) - Electronic Data Sharing with City/County Prosecutor		Electronic Complaint Filing from Prosecutor's CRIMES system. Electronic case status updates to Prosecutor's CRIMES system.		PMC staff and City Prosecutor's CRIMES vendor, Ciber	Jan 2019	CMS Web Upgrade
Integration (ASC5) - Electronic Data Reporting of Citations/ Dispositions to MVD		Electronic transfer of traffic citation dispositions to MVD, Electronic transfer of FTA warrants to MVD for traffic citations, PMC indirectly communicates thru FARE the TTEAP Hold candidate charges		PMC staff, AOC, Conduent (FARE)	Jan 2019	CMS Web Upgrade

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Integration (ASC6) - Electronic Data Sharing/Reporting of Work Alternative Sentencing Terms to City Parks Dept.		Reports sentence orders for park cleanup duty in lieu of fine payment and compliance.		PMC staff and City IT staff	Jan 2019	CMS Web Upgrade
Integration – Electronic Data Sharing/Reporting of Environmental Complaint Information with City Neighborhood Services Department		Electronic filing of Environmental complaints from TideMark system.		PMC staff and City Neighborhood Services Department	Jan 2019	CMS Web Upgrade

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Integration – Electronic Data Sharing/Reporting of Parking Complaint Information from City Finance Department		Electronic filing of Parking Complaints from Parking Ticket Admin system.		PMC staff and Finance Dept	Jan 2019	CMS Web Upgrade
Integration – Electronic Data Sharing/Reporting of Photo Red Light and Photo School Speed Complaint Information with Photo Enforcement Vendor system		Electronic filing of photo enforcement complaints from vendor system. Confirmation of filings, orders for personal service, case disposition information to vendor system.		PMC staff and Conduent, current Photo Enforcement Vendor	12+ years	Phoenix PD handles contract with vendor.

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Integration – Electronic Data Sharing/Reporting to City Finance System		Includes court disbursements and GL journal entries to City Finance Department's SAP system for check creation and update of City GL.		PMC staff and City Finance.	Jan 2019	CMS Web Upgrade
Data Warehouse		Data mining is performed almost exclusively via Informix SQL queries against copy of CMS production database		PMC staff	Jan 2019	
Jury Management System		Maricopa County's AgileJury system.		Maricopa County Judicial Branch IT Staff and Conduent	February 9, 2012	TBD by Maricopa County.

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Public Access						
Bulk Data by Subscription		Repetitive data requests for DUI defendants, criminal offense defendants, etc. are satisfied by canned Informix SQL queries of the, or a copy of the, CMS production database.		PMC staff	Jan 2019	CMS Web Upgrade
Court Intranet and Supporting Applications						
Data Warehouse						
Court Web Site				PMC staff	12 years	TBD by AOC
Interactive Voice Response System (IVR)			City IT Dept	City IT Department	2019	

6. COMPARISON OF ENVIRONMENT TO ARIZONA JUDICIAL BRANCH ENTERPRISE ARCHITECTURE

The table below prompts you to identify any current technologies and products classified in the retirement and containment categories of the architecture. Beginning with the FY08 plan, COT requires that a project be defined for the removal/replacement or any item listed in the "retirement" category within plan period. Items in the "containment" category can have no additional use without exception being granted by COT. The next stop on the lifecycle is retirement; therefore, further investment is unwise and serves to make removal/replacement only more difficult and expensive.

The complete, updated table appears on the COT website at http://www.azcourts.gov/cot/EnterpriseArchitectureStandards.aspx. Where there are unique, local undertakings that cannot be leveraged, a court is free to go beyond the standards set in the table. When sharable modules related to core applications are developed, the standards must be followed.

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Applications & Tools				
User Interface Delivery Method for Public Access	Internet Explorer ≤6	Internet Explorer	Internet Explorer 11 Edge Chrome	
User Interface Delivery Method for Business Applications	Character based	Silverlight		
Electronic Document Management	Hyland OnBase ≤14	Hyland OnBase 15	OnBase 17	
Document Imaging	Kofax Card (SCSI)	Kofax Ascent Capture	OnBase 17	

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Report Writer for Ad Hoc Reporting	Crystal <10 MS-SSRS ≤2005	Crystal 10 MS-SSRS 2008	PERL, Telerik, Jam	
Report Writer for Business Application Reports	Crystal <10 MS-SSRS ≤2005	Crystal 10 MS-SSRS 2008	MS SSRS 2014, Pearl, Postscript	
Development Languages	ASP (Classic), COBOL, JAM, RPG	Java (on a business case need basis), .NET Framework ≤V3.X, Silverlight, Windows Workflow Foundation	ASP.Net Framework 4.5, Perl, Java, C#, JavaScript, Panther Web	
Development Environment	Visual Studio ≤2012, Visual Studio 6	Visual Studio 2015, PowerBuilder, MS-Access, Panther	VS2015/2017, VSCode, Panther, ECLIPSE	
Source Control	Aldon		CA Harvest, TFS/VSTS	CA Harvest to be phased out.
Code Generation	Alachisoft	Visible Developer		
Office Productivity Tools				
Word Processing	Word ≤2010	Word 2013	Office 365	
Spreadsheet	Excel ≤2010	Excel 2013	Office 365	

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Presentation	PowerPoint ≤2010	PowerPoint 2013	Office 365	
Local Standalone Database	MS-Access ≤2010	MS-Access 2013	Office 365	
E-mail Client	Outlook ≤2010, GroupWise (unsupported)	Outlook 2013, GroupWise (supported versions)	Office 365	
Instant Messaging		MS-Live Communication Server, Lync, Skype for Business 2013	Skype for Business	
Collaboration		Live Communication Server, SharePoint Server ≤2013, Google Apps		
Distance Learning		Centra		
Data Architecture				
DBMS	SQL Server <2012	SQL Server 2012	SQL Server 2014, Informix 11.7 FC3	
Data Warehouse DBMS	SQL Server <2012	Informix XPS, SQL Server 2012		
Data Exchange Model		Fixed format, XML homegrown		

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
e-Mail Encryption		S/MIME		
Networks and Platforms				
Client Operating System	Windows ≤Vista and Windows 8	Windows 7 and 8.1	Windows 10	Evaluating Windows 10 for deployment
Server & Network Operating Systems	OS/400, Windows <2008 R2	Windows Server 2012	Windows Server 2016, 2012R2, AIX 6.1, AIX 7, VMWare ESXi 6, RHEL 7.6	
Mobile Operating Systems	BlackBerry O/S		N/A	N/A
Shared Services				
Component Service Layer		Services (previous version), DCOM, ASP (classic), Remoting		
Remote Access Through Internet by employees or contractors	ipsec/AnyConnect			
Remote Access Through Internet by vendors or trusted partners	ipsec/AnyConnect; TeamViewer n-2 version	TeamViewer n-1 version		
Message Transport Middleware				

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Message Transport	MQ ≤V7.1	MQ V7.5/V8.0	MQ 9	
Data Transformation	Data Junction, MQSI, DTS	Cloverleaf, WMB V8.0, BizTalk		
Data Routing/Publish and Subscribe	MQSI	Cloverleaf, WMB V8.0, BizTalk		
File Transfer, Transactional and Scheduled Production (Mission Critical)	FTP (intercourt and using public Internet), MQ ≤7.1	SFTP (intracourt only), MQ V7.5/V8.0	SFTP, FTP	
File Transfer, Production Non-Transactional and Ad Hoc (Not Mission Critical and Not Sensitive)	MQ ≤7.1, FTP	MQ V7.5/V8.0	MQ	

ATTACHMENT 6
PARADISE VALLEY MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2021-2023

INTRODUCTION

In the past the courts in Maricopa County have submitted a single, consolidated Information Technology Strategic Plan document each year. Business leaders met to discuss current technology issues facing their courts, to determine the business drivers impacting technology, and recommend a priority for technology projects. Technical resources likewise submitted details about local projects and inventory to the superior court planning contact for inclusion in a master document for publication and approval. As a result of changes authorized by the Commission on Technology in 2014, municipal courts in the county have been authorized to submit plans directly to the Administrative Office of the Courts to appear as attachments to the document submitted by the Superior Court and Justice Courts. This plan covers only the activities of Paradise Valley Municipal Court in Maricopa County.

PLANNING METHOD AND PARTICIPANTS

This is a three (3) year technology strategic plan for the Paradise Valley Municipal Court covering the period from January 2021 through June 2023. The following individuals from the court and city were involved in formulating the plan:

PARADISE VALLEY MUNICIPAL COURT in MARICOPA COUNTY	
Name	Title
Hon. J. Tyrrell Taber	Presiding Judge
Jeanette Wiesenhofer	Court Director
Dan Draeger	Court Supervisor
Jason Mitchell	IT Analyst
Steven Brunasso	Chief Information Officer, Town IT

A. COUNTY- AND CITY-LEVEL BUSINESS AGENDAS, INITIATIVES, AND PRESSURES

The county and its associated agencies as well as the city and its associated agencies have identified strategic business goals, initiatives, and pressures strategic business goals, initiatives, and pressures that relate to the court as follows:

STRATEGIC AGENDAS
Improve Access to Justice through "Fair Justice Initiatives"
Improve Court Processes and Quality of Service

B. LOCAL COURT STRATEGIC AGENDAS, INITIATIVES, AND BUSINESS PRESSURES

The court supports ***JUSTICE FOR THE FUTURE: PLANNING FOR EXCELLENCE 2019-2024*** and its vision to increase the public's trust in the court system, to inspire confidence that individual rights are being protected, and to ensure that all citizens are being treated fairly. This strategic agenda was released in July 2019 at the direction of the judiciary's new chief justice. It remains consistent with the previous ***ADVANCING JUSTICE TOGETHER*** vision and encompasses five broad goals, each associated with several key strategic business needs. The goals are:

1. Promoting Access to Justice;
2. Protecting Children, Families, and Communities;
3. Promoting Judicial Branch Excellence and Innovation;
4. Enhancing Professionalism within Arizona's Courts; and
5. Promoting Public Trust and Confidence.

The complete strategic plan is available at:https://www.azcourts.gov/AZ-Courts/Strategic-Agenda.

COURT/LOCAL AGENCY NAME	STRATEGIC AGENDA	TECHNOLOGY RESPONSE
Town of Paradise Valley Municipal Court	Promoting Access to Justice	Enhance web site to allow customers to search for case information.
Town of Paradise Valley Municipal Court	Promoting Access to Justice	Install self-service kiosk for customers to access forms, dockets, case data, MVD records and AZPOINT.
Town of Paradise Valley Municipal Court	Improve Court Processes and Quality of Service	Develop data exchange with FARE for select cases where local collection efforts have become ineffective.
Town of Paradise Valley Municipal Court	Improve Court Processes and Quality of Service	Modify citation import file format to include citation image for all case types.
Town of Paradise Valley Municipal Court	Improve Court Processes and Quality of Service	Create an interface with vendor to electronically import photo enforcement process service affidavits and court date into CMS.
Town of Paradise Valley Municipal Court	Improve Court Processes and Quality of Service	Update monthly statistical reports to comply with AOC Court Services requirements.
Town of Paradise Valley Municipal Court	Promoting Access to Justice	Text Messaging Enhancement to CMS. Text message reminders for court dates, payments and sentence compliance.
Town of Paradise Valley Municipal Court	Improve Court Processes and Quality of Service	Implement subscription-based payment model for payment plans.
Town of Paradise Valley Municipal Court	Improve Court Processes and Quality of Service	Install a wireless presentation system in courtroom to facilitate the display of digital evidence.

C. CURRENT TECHNOLOGICAL ENVIRONMENT

This section summarizes both the statewide and local hardware and software environment. Hardware includes mainframes, servers, desktops, and other peripherals. Software includes statewide applications, local software and desktop productivity tools.

HARDWARE

Listed below are the total of the number of desktops, laptops and network printers in PV Municipal Court.

Description	Total Count
Desktop total	16
Laptop total	*2*
Thin clients	*0*
Tablet total	*0*
Network printer total	6

The operating system (OS) for the desktops and laptops is Windows 10. Town IT maintains a 5-year refresh cycle for desktop devices.

These totals address "specialized uses" of some PCs in the court:

Description	Total Count
Public Access PCs	0
PCs in the Courtroom	*3*
Thin Client in the Courtroom	0
PCs in the Chambers	1
PCs used for ACJIS	*0*
Imaging PCs	0

There are a total of 4 servers at the court, the servers are HP Proliant and Dell Power Edge servers. Additionally, there are 3 virtual servers used by the city.

The Network Operating Systems (NOS) is Microsoft Windows 2012 R2/2016 with Active Directory.

SOFTWARE

Appendix A identifies all the software used in the court including any state-provided applications such as AJACS, AZTEC, APETS, TIP, JOLTS, and any word processing, spreadsheet, report writing, and other database or other tracking applications.

D. INFORMATION TECHNOLOGY STRATEGIC PROJECTS

This section identifies each statewide and local strategic project in which the court participates or will actively be pursing over the next three years. For those projects primarily supported at the state level, it will identify project status and describe the local courts' planned participation and note any related, independent future plans. For independent but complimentary local projects, additional details on resources and future plans are included.

This section also includes information for independent technology projects which are not primarily supported by state resources. Information on these projects includes showing alignment to both statewide and local technology strategic initiatives and enterprise architecture standards. Any technologies or products appearing in the "Retirement" column of the Enterprise Architecture standards table have a corresponding migration or replacement project identified.

For reference, the statewide strategic technology priorities as assigned by the Commission on Technology are as follows:

1. Production Support (incl. bug fixes, req'd chgs)
2. Manage & Improve Security (incl. COOP rvw)
3. Finish Core System Deployments (GJ/ LJ)
4. Mitigate Aging Technology Risk
5. Increase Revenue Flow (FARE, eAccess, eFiling)
6. Increase Data Utilization (ex. access & BI)
7. Public Facing Services (eFiling, eAccess, eNotification, ODR)
8. Integrate Systems to Improve Productivity and Capability
9. Enhance Core Systems with New Functionality

COT members also reaffirmed the importance of existing strategic projects and placed them in the general priority set indicated below:

- Deploy New eFiling Case Types
- Deploy LJ Judge Automation
- Expand Automated Notifi-cation Capability
- JOLTSaz Dependency & Officer UI
- AJACS - AZTEC Replacement
- eCertification
- Justice Court eFiling
- FARE - Infrastructure Port
- Online Dispute Resolution
- Mental Health Repository
- Data Analysis/Reporting
- eWarrant System
- New Appellate CMS Setup
- CPOR 2 Implementation
- FARE Implementation for Non-Standard Courts
- Move AJACS Superior Courts to V6.1
- LJ PSA Automation
- Conditions of Release Tracking
- Data Access Portals
- Digital Evidence

* Note: Not all projects apply to the limited jurisdiction courts in the state.

COURT IT ACCOMPLISHMENTS CY2019

This section lists the accomplishments of the court in information technology projects from January 2019 to January 2020.

PARADISE VALLEY MUNICIPAL COURT ACCOMPLISHMENTS

STRATEGIC PROJECT (State or Local)	PROGRAM / PROJECT	DESCRIPTION	LOCAL ACCOMPLISHMENT
State	Court Website	Mandated Changes	Updated the Court Website with warning verbiage and approved language regarding a person's ability to pay
State	Vulnerability Scans	Judicial Branch Minimum Security Scans – Mandated	Conducted and remediated security scans as outlined in the Judicial Branch Minimum Security Standards
State	AOC Firewall Migration	Add ACL's for new network.	Assisted AOC with network changes. Verified access on new network.
State	CCR-Protective Order Integration	Develop protective order data transfer for the Central Case Repository strategic initiative.	Implemented data collection and exchange process for CPOR reporting of Protective Orders as outlined in the AZ Statewide 2020 Protective Order Project.
Local	Migrate to new network	Moved court over to the new network.	Deployed new networking equipment, moved new workstations, established routing to AOC.
Local	Workstation refresh – Windows 10	Swapped old hardware for new hardware.	Migrated staff to Windows 10 workstations.
Local	Documentation	Document current environment and old environment.	Documented old and new infrastructure/network and applications.
Local	Patching and compliance scanning	Establish automated patching and vulnerability scanning.	Moved scanning to new network and established automated scans. Deploy SCCM for patching.

STRATEGIC PROJECT (State or Local)	PROGRAM / PROJECT	DESCRIPTION	LOCAL ACCOMPLISHMENT
Local	Secure Enclave	Build secure enclave for future court environment.	Built secure enclave on VMware environment and established new networking and firewall policies.
Local	Compliance Assistance Program	Create a program to assist defendants with reinstatement of driving privileges.	Developed a process to assist defendants with payment plan options on defaulted obligations.
Local	Case Management System Upgrade	Upgraded FullCourt Enterprise to version 7.3 Maint 4.	Upgraded in December 2019 for CPOR integration.
Local	Court Security Enhancements	Comply with AO 2017-15 Court Security Standards.	Court's surveillance and monitoring system was upgraded to include additional duress buttons and surveillance cameras. Remote control locking system installed on lobby doors.

COURT PROJECTS MASTER LIST

This section collects all information technology project-related information for all the court during calendar year 2019. Projects listed include both those in support of statewide efforts as well as independent strategic technology projects that support the court's strategic initiatives independent from the statewide projects.

STATEWIDE PROJECT PARTICIPATION

Strategic Project Name / Phase	Brief Project Description	Related Statewide Project	Participation Scheduling	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
Statistical Reporting	Create new monthly statistical reports to comply with the AOC Court Services Division requirements	Data Analysis / Reporting	Mid-cycle implementation	FY21	Underway	
Text Messaging	Enhance CMS to send text message reminders for court dates, payments and sentence compliance.	Automated Notifications	One of the last	FY21	Planned	

OTHER LOCAL INDEPENDENT PROJECTS

Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
Website Case Lookup	Enhance website to allow customers to search for case information.	FY21	Planned	
Self-Service Kiosk	Install self-service kiosk for customers to access forms, dockets, case data, MVD records, and AZPoint.	FY20	Underway	
Increase Collections	Develop data exchange with FARE for select cases where local collection efforts have become ineffective.	FY21	Planned	
Add e-Citation Images	Modify citation import file format to include citation image for all case types.	FY21	Underway	
CMS Enhancements	Create an interface with vendor to electronically import photo enforcement process service affidavits and court date into CMS.	FY21	Planned	
Automated Recurring Billing	Subscription payment model for payment plans. Direct processing of payments into court's CMS, no clerical action needed to process payment.	FY22	Conceptual	

Digital Wireless Presentation Device	Install a wireless presentation system in courtroom to facilitate the display of digital evidence when required during proceedings.	FY22	Conceptual	

D. 1. MAJOR STATEWIDE INITIATIVES AND PLANNING/IMPACT INFORMATION

The tables below provide Commission on Technology with visibility into the demand for the new technology initiatives that require long-range preparation and may have significant impacts on local infrastructures, resources, and training requirements. Courts should consider high-level impact perspectives that factor into their participation in statewide systems and initiatives.

STATEWIDE INITIATIVE

LJ Judge Automation
(Limited Jurisdiction Courts Only)

Description:
Historically, court automation was significantly structured to take place in the back-office via a judicial administrative assistant, clerk, court information staff, or judicial officer. Current technology advances provide the opportunity to move away from paper and into the digital world. All technology enhancements introduce changes that have some impact on the court and court processes. The LJ AJACS application offers court staff and judicial officers the ability to use the court management system in the courtroom as well as in the back office. A case worksheet provided with AJACS gives quick access to the key components of court cases including ease of access to updating case information, checking financial information, the charges on the case, case status, and many other quick option features. The worksheet has collapsible sections to provide ease of visibility to detailed case information. The sections of the worksheet are secured so that a section cannot be expanded when the case information does not yet support its use.

The current AJACS Case Worksheet has been available to all LJ courts since their conversion from AZTEC. Numerous courts and judges use the Case Worksheet in the courtroom for real-time case processing and adjudication. Though the worksheet underwent detailed business analysis, development, and testing initially, the time has come to reassess its practical usability. A new Judge Automation Focus Group will assess worksheet modifications and enhancements necessary to speed the judicial process and further streamline case processing (both in the courtroom and back office). This focus group will provide valuable feedback and suggestions for module enhancements and development of new features.

Anticipated rollout timeline: Rollout accompanies each Statewide LJ AJACS implementation going forward. Judges and court staff were trained on the use of the worksheet prior to each court's AJACS implementation. Additional features and enhancements determined by the Judge Automation Focus Group are being targeted for analysis, design, and development beginning fall of 2019. Implementation will be accomplished as future AJACS releases are pushed out, beginning in Summer 2020.

6. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)	2024

2. General Importance or Impact to Your Court:

Additional information/project scope is required for Paradise Valley Municipal Court to determine importance and feasibility of initiative.

STATEWIDE INITIATIVE

Electronic Filing Case Types Expansion

Description:
Electronic Filing, better known as e-filing, comprises a set of software applications designed to communicate and interoperate with case management systems (CMSs), an online payment provider, and multiple electronic filing service providers. It enables attorneys and self-represented litigants to assemble, pay for, and submit case data and documents online to individual courts. It simultaneously provides a means for clerks to review and accept e-filed submissions within their respective CMSs before supplying the information to judges to prepare for and conduct court hearings. Once a submission is clerk-accepted with virtually the touch of a button, automated CMS docketing processes file the associated data and documents into official case files. Notifications indicating the status of the clerk's filing process are returned to the submitting attorneys and parties letting them know their case information is filed and documents are readily available for reference online.

Delivering case information online removes the need for clerks to manually enter case data and scan case documents into CMSs, which has been the norm for processing physical paper documents delivered over-the-counter for decades. The goal of this statewide initiative remains to enable the e-filing of all case types in all Arizona courts. As of June 2019, all general jurisdiction courts support civil case e-filing. Maricopa Superior Court continues updating its e-filing capability to accept and process case-initiating submissions.

As technologies evolve and more experience is gained, new concepts and approaches will be introduced to handle e-filing more efficiently and effectively. Equally important is reducing the cost of maintaining physical paper managed by each court. The current focus is to expand the implementation of e-filing by supporting additional case types.

Anticipated rollout timeline: Varies by level of court and case type. Protective Order Petition e-filing support must be in place by January 2020 to meet a legislated deadline. Family Law and Probate e-filing in the Superior Court and Regular Civil and Eviction Action e-filing in the Justice Courts are slated for delivery in calendar year 2020.

7. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)	2020 – Protective Order Petition E- Filing

2. General Importance or Impact to Your Court:

STATEWIDE INITIATIVE

EXPANDING AUTOMATED NOTIFICATION CAPABILITIES

Description:
The Fair Justice for All Task Force's recommendations specify implementation of an automated, statewide, text notification system. This includes the capture, storage, and retrieval of cell phone number data fields in CMSs accompanied by appropriate permission and opt-out language for court users. Modifications have been made to the Arizona Traffic Ticket and Complaint (ATTC) that allow law enforcement to capture information used for notifications at the outset, or it can be added by court staff at any time. The system will be able to draw cell phone information from case management system databases and send out appropriate text messages and land line voice notifications regarding appearance dates and times, payment amounts due, or probation requirements.

Over time the features and coverage are being expanded to include support for various languages in text. By the end of 2019, text messages began to include the "azcourtpay.com" link. Expansion into additional languages, beginning with Spanish, will begin in first quarter 2020.

Anticipated rollout timeline: Available to limited jurisdiction courts with AJACS rollout, including voice notification on land lines in English. Non-AJACS courts, beginning with MCJC and Pima Superior, are obtaining access to the automated notification facility via local CMS integration.

6. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)	2023

2. General Importance or Impact to Your Court:

High importance to Paradise Valley Municipal Court. Statewide initiative goes hand and hand with local text messaging notification project. Local project is scheduled for implementation in Fiscal Year 2021.

STATEWIDE INITIATIVE

ELECTRONIC DOCUMENT CERTIFICATION

Description:
Electronic documents are now common in the day-to-day business of the court, relied upon by court staff, other justice-related agencies, and the public. AOs authorizing electronic filing stipulate that electronic submittals are considered "originals" for the purpose of court business. For ACAP courts, the central document repository (CDR) holds replicated court filings following acceptance by local clerks. Those documents are also available to filers and soon to the public, but for reference only. A move is underway to have clerks electronically certify the version of their record held in the CDR (or local repository for non-ACAP courts) as the official record of the court, on a record-by-record basis when that designation is requested.

The Clerk of the Superior Court in Maricopa County, a non-ACAP court, has constructed and piloted a certification system using a vendor product, TrueCertify, with OnBase TIF and PDF records. A certified document file locator number appears on each page to uniquely identify each e-certified record. Information within the locator number can be verified by the clerk's office if the integrity of the e-certified record is questioned. Raised-seal certified copies are provided at no charge whenever an e-certified record is rejected by a using agency. Beginning as a pilot in 2013, it expanded into full production use for certain types of documents in early 2018, adding marriage licenses at that time.

Mohave Superior Court investigated the Maricopa solution for use with OnBase and AJACS but developed an internal process for clerk's staff to attach necessary OnBase documents to a PDF, electronically file stamp them, then forward to the requesting agency. Documents are stored on the court's file server.

Anticipated rollout timeline: Maricopa solution is in production. The local, standalone pilot underway in Mohave with County Attorney and Attorney General is being followed by development work in AJACS to support a single, statewide solution for ACAP courts.

6. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)	2024

2. General Importance or Impact to Your Court:

Low importance/impact. Paradise Valley Municipal Court receives minimal record requests from customers/agencies (10 per FY).

STATEWIDE INITIATIVE

ELECTRONIC WARRANT SYSTEM

Description:
The purpose of the eWarrant effort is to enable automated statewide arrest warrant processes for all Arizona jurisdictions to streamline the overall process though reliance on a single, trusted warrant repository in the state. The project is currently investigating various technical options. Provided sufficient funding can be obtained, following proof of concept and license negotiation with a key supporting vendor, the eWarrants Project will undertake full automation of existing warrant processes from end to end in a consistent manner throughout the entire State for courts and law enforcement agencies.

When a court issues or quashes a warrant, a CMS interface will electronically generate a transaction to be sent to the JWI system at DPS for law enforcement to act upon. Once the warrant has been executed by law enforcement and updated in JWI, the court will be electronically notified via AJACS. This round-trip process will keep warrant issues and servers in synch with each other and enable near-real-time notification between agencies on warrant-related activities, removing the guesswork that has plagued the paper system.

Anticipated rollout timeline: Workflow and AJACS development activities led to piloting with multiple jurisdictions at the end of 2019. Testing will continue into 2020 before a timeline is created for statewide rollout.

7. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)	2024

2. General Importance or Impact to Your Court:

Low impact to Paradise Valley Municipal Court. We currently have an electronic warrant process through FullCourt Enterprise that notifies local PD on issued and quashed warrants.

STATEWIDE INITIATIVE

DIGITIZING THE PROTECTIVE ORDER PROCESS

Description:
A 2002 effort determined the feasibility of centralizing the processes of protective order data management in Arizona so agencies and courts in the various jurisdictions across the state had equal access to orders on a consistent and timely basis. Legislated changes addressing deficiencies in the protective order process statewide coupled with the requirement to submit all civil protection orders served in Arizona to NCIC has driven the need for a single protective order system with participation from all 15 Arizona counties' courts and law enforcement agencies. This will ensure individuals restricted from buying guns will be entered into the federal NCIC database more consistently and timely which ultimately provides for better public safety.

Also, an integrated electronic system enables the public to electronically prepare their petition paperwork for filing rather than physically appearing at the court during business hours to complete a paper petition. The protective order project enables anyone in crisis with the help of a domestic violence victim's advocate, family/friend, or even by themselves to quickly and accurately submit paperwork electronically to an Arizona court from virtually any location. The related infrastructure changes also provide a technology basis for civil e-filing in limited jurisdiction courts statewide.

Anticipated rollout timeline: Legislation requires the central repository to be active by January 1, 2020. AJACS modifications will be completed to support that implementation date. Specifications have been provided to non-AJACS courts. Workarounds are being developed to enable use of the electronic repository for petitions still filed on paper.

6. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)	January 1, 2020

2. General Importance or Impact to Your Court: Completed.

STATEWIDE INITIATIVE

DATA ANALYSIS/REPORTING

Description:
Goal 3A of the chief justice's strategic agenda focuses on key data both judges and court managers need to perform their caseload and oversight functions, ensuring that data is accurate and readily available to make informed operations and policy decisions. As a starting point, MS SSRS reports from the AJACS CMS were developed to assist in managing caseloads relative to the published time standards. Unfortunately, these reports only reflected a moment in time and were produced only periodically rather than in real time as judges desire. Moving the time standard reports out of AJACS to a centralized dashboard facility using Microsoft's Power BI tool will enable judges to log in and see up-to-date performance. The PowerBI data visualization tool will also visually alert judges to items falling outside of time standards. The tool draws attention to outlying data points and enables drill-down capability to identify the largest contributors to delays using the underlying CMS data to drive decision making by court leaders.

Anticipated rollout timeline: A prototype time standards dashboard was unveiled at the October 2019 Court Leadership Conference for reaction and comment. Depending on magnitude of changes requested, the production version of that dashboard will be available to judges during the first quarter of 2020. The dashboard concept will be expanded over time to power other areas of data-based decision making in accordance with the strategic agenda.

7. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)	2024

2. General Importance or Impact to Your Court:

Low impact, majority of cases filed are photo enforcement and not subject to time standards.

STATEWIDE INITIATIVE

ONLINE DISPUTE RESOLUTION

Description:
Consistent with the goal of promoting access to justice and the recommendations of the Fair Justice Task Force, the Judicial Branch is working to reduce the time and expense in certain types of cases by allowing litigants to resolve disputes without ever coming to the courthouse. An online dispute resolution (ODR) system would facilitate evaluation, negotiation, and judicial decision in those case types. The AOC continues conducting proof-of-concept pilots in multiple courts to determine whether ODR is viable in helping to resolve cases as litigants negotiate through use of the on-line resource. Reports will then be made to AJC by participants in the pilots before any decision is made to expand ODR statewide.

Pilot courts Yuma Superior and Pinal Superior are addressing Family Law cases with the use of court mediators on requests to modify child support, visitation, and legal decision making. An agreement between the parties can be executed using electronic signatures now that AO 2018-78 sets aside Family Court Rules requiring use of a notary on all ODR agreements.

Scottsdale Municipal Court is piloting the ability to accept plea documents from the city prosecutor and defendant for the purpose of accepting telephonic pleas on misdemeanor cases. Maricopa Superior Court implemented a separate pilot for family and civil cases, called "Accountability and Enforcement Court (ACE)," in July of 2018 and now is piloting an online platform to settle credit card debt cases under $50K.

Anticipated rollout timeline:

Pilots will continue until March 2020 to allow the collection of additional data to assess what requirements should be made in a Request for Qualification (RFQ) which will be developed and released during Spring 2020.

7. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)	2024

2. General Importance or Impact to Your Court: Low impact to Paradise Valley Municipal Court. Court currently accepts documents from Town prosecutor and defendants for telephonic pleas on misdemeanor cases. The other aspects of ODR are not functions of Paradise Valley Municipal Court. More information/project scope is required to determine specific timeframe/project participation.

STATEWIDE INITIATIVE

LJ PUBLIC SAFETY ASSESSMENT AUTOMATION

Description:
This multi-phase project involves developing a fully automated process for answering the nine questions in the Public Safety Assessment (PSA) report which is currently prepared by pretrial officers for judges to use when establishing release conditions for persons arrested for crimes. The goal is to reduce the time it takes to complete a PSA allowing for the PSA to be used in additional limited jurisdiction courts which may not have pretrial services available to conduct the assessment. Phase One completed with pretrial staff still needing to verify certain answers or locate information to complete any unanswered questions to allow for all 9 PSA questions to be answered.

Pragmatica has been contracted to complete the next phase of the project that focuses on automatically triggering a request to conduct a PSA at the time a person is fingerprinted during the arrest/booking process and identifying the additional source information in court records or other criminal history information necessary to complete all 9 PSA questions in an automated fashion. Justice Web Interface (JWI) will continue to be the tool used for automated PSA reporting.

Some challenges that still must be addressed include the fact that not all court records are currently included in the AOC's public access database, out-of-state criminal records are not yet automatically evaluated, and failure to appear data is not always reported consistently in public access records.

Anticipated rollout timeline: Phase Two is just getting underway; no detailed tasks or timeline have been published yet for providing the PSA to limited jurisdiction courts.

6. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)	2024

2. General Importance or Impact to Your Court:

More information is required of initiative to determine specific timeframe/participation date.

STATEWIDE INITIATIVE

DIGITAL EVIDENCE REPOSITORY

Description:
Following the recommendations of the chief justice's Digital Evidence Task Force, Commission on Technology's Technical Advisory Council crafted a range of possible solutions for handling digital evidence before narrowing their focus to a vendor-hosted cloud solution that could be implemented within two years. The solution as envisioned takes into account the total evidence lifecycle: enabling submission to the court of digital evidence, storage of digital evidence after submission to the court, and access to digital evidence by the court and litigants in connection with court proceedings. Clerks will be provided tools and services to manage digital evidence within the portal. Attorneys and self-represented litigants will have the ability upload evidence from personal devices and use tools to edit and redact before submission to the court.

The concept was reviewed in several presentations to subcommittees of the Arizona Judicial Council and to AJC itself. The consensus was to pursue the concept as the starting point in a process that would likely require several iterations as technology and practices mature.

Anticipated rollout timeline: A demonstration project is underway with a potential vendor to prove the cloud portal concept in two courts. Formal procurement will need to follow before statewide adoption is possible.

7. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)	2024

2. General Importance or Impact to Your Court:

More information is required to determine specific timeframe/project participation.

D.2. LOCAL INFORMATION TECHNOLOGY STRATEGIC RESOURCES

This section provides high-level information about the technology spending and resources by court including all support provided by non-court entities like Town IT.

Court	State Device Cost	Other Technical Cost	Number of:	
			Court FTE Technical Staff	Town FTE Technical Support Staff
PV Municipal Court	0	$2,160.00	0	
Other Depts.	0	$296,590.00	0	4

APPENDIX A. CURRENT ENVIRONMENT

1. COURT HARDWARE ENVIRONMENT

This appendix lists all court-owned hardware deployed, including mainframes, servers, desktops, and other peripherals.

Dept.	PC Operating System	PC Count	Replacement Date / Strategy	Laptop Operating System	Laptop Count	Tablet Operating System	Tablet Count	Thin Client	Replacement Date/ Strategy	# of Network /PC Printers
Administration	Windows 10	13	3-5 yr cycle	Windows 10	2	N/A	0	0	3-5 yr. cycle	6
Clerk	Windows 10	3	3-5 yr cycle	N/A	0	N/A	0	0	3-5 yr. cycle	
Other	N/A	XX	3-5 yr cycle	N/A	0	N/A	0	2	3-5 yr. cycle	

2. HARDWARE FOR SPECIAL FUNCTIONS

Department	Number of				
	Public Access PCs	In Courtroom PCs	In Courtroom Thin Clients	In Chambers PCs	Imaging Workstations
Administration	0	3	0	2	5
Clerk					
Other					

3. LOCAL SERVER HARDWARE AND FUNCTION

Department	Server Hardware Type	Server Count	Operating System	Replacement Date/Strategy
Administration	HP Proliant – Dell PowerEdge	7	Server 2012 R2/Server 2016/Windows 10	3-5 yr

4. NETWORK ENVIRONMENT

Department	Number of Devices (PCs & Printers) on Network	Network Software (NOS)	Firewall brand/model	Other Security Provisions
Administration	24	Tenable/IOS	FortiNet 201E/Cisco	
Clerk				
Other				

5. SOFTWARE ENVIRONMENT

This section identifies all the software used in the court by category or function. It includes the state-provided applications (such as AZTEC, TIP, PIMS, JOLTS, and APETS) and also any word processing, spreadsheet, report writing and other database or other tracking applications.

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Case Management System	FullCourt Enterprise (FCE)	Case and financial management system	MVD/AOC/ Brazos	Ontario/PV Court and Town IT	6/2004	TBD
Calendaring	MS Office 365 and FCE	Administration Calendaring and Court Case Calendaring	FullCourt Enterprise/Outlook	Town IT/Court Staff	8/2009	TBD
Electronic Calendar Display System	INFAX	Electronic Calendar Display System	FullCourt Enterprise	INFAX/Town IT	03/2015	TBD
Exhibit Tracking						
Digital Recording	CourtSmart	Digital Recording		CourtSmart/Town IT	01/2010 Upgraded 7/2018	TBD

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Financials/Cash Management System	FullCourt Enterprise	Case and financial management system		Ontario/Town IT/PV Court	8/2004	TBD
File Tracking	FullCourt Enterprise	Case and financial management system		Ontario/Town IT/PV Court		TBD
Forms Generation	FullCourt Enterprise	Forms generation in CMS		Ontario/Town IT/PV Court	8/2004	TBD
Court Performance / Metrics Tracking Tool	FullCourt Enterprise	Workload Indicators, monthly reports, daily queues and workflows.		Ontario/Town IT/PV Court	8/2004	TBD
Electronic Storage (SAN, NAS, etc.)	NetApp	NetApp	VMware	HP / Town IT	2016	2019 vSam
Data Backup/ Recovery System	Commvault	Data replication, archival, and recovery system	Microsoft and VMware	HP	2014	2019 Veeam

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
E-mail Application	MS Office 365	Email /Calendaring application	FCE	Town IT	2018	TBD
Report Writing Tool	Crystal Reports 2016	Report writer	FullCourt Enterprise	Court and Town IT	10/2019	TBD
Problem and Change Management	Jira	ITIL based IT service management system.		Jira	7/2018	TBD
Software Configuration Management	SCCM 2016	Microsoft System Center Configuration Manager	Microsoft Windows	Microsoft	8/2018	2018/upgrade
Systems Development Productivity Software	VB.Net ASP.Net	Microsoft development tools	MS SQL	Microsoft	N/A	N/A
Hardware & Software Asset Management	Asset Panda	ITIL based IT service management system.		Asset Panda	7/2018	Vendor hosted

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Procurement/ Materials Management	Caselle	Procurement Management	CMS	Town IT	5/2012	TBD by Town
Adobe Acrobat Reader	Adobe DC	Adobe Reader		Adobe Local PC	2018	TBD by Town IT
Acrobat Professional	Adobe Pro 2017	Adobe Professional		Adobe Local PC	2018	TBD by Town IT
MS Office Suite	MS Office 365	Word, Excel, PowerPoint, Access		MS/City of Town IT	2018	TBD by Town IT
Database(s)	MS SQL 2016	Microsoft SQL Server 2016		MS/City of Town IT	6/2019	TBD by Town IT
Project Mgmt Tracking	MS Project	MS Project 0365		MS/Local Staff		As Needed
Timekeeping	PayCom	Human Resources and Timekeeping		Town IT	11/2017	TBD by Town IT
Human Resources Software	PayCom	Human Resources and Timekeeping		Town IT	11/2017	TBD by Town IT
Virus Protection	Microsoft Endpoint Protection	Microsoft anti-virus and spyware detection	Systems Center	Town IT	Current	Updated daily

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Fines, Fees and Restitution Enforcement Module for FARE Participation	FullCourt Enterprise/AOC FARE Integration	Fines, Fees and Restitution Enforcement Module	FullCourt Enterprise/ AOC	Ontario/AOC	FY 2021	TBD
Tax Intercept Program (TIP)	TIP	AOC's Tax Intercept Program		AOC, PV Municipal Court and IT	12/2011	Updated when new releases are provided by AOC.
Web IVR Payment Systems	CitePay	Online Payment processing	FullCourt Enterprise	Ontario / PV Court/Town IT	4/2016	TBD
Digital Audio for Courtroom Recording	CourtSmart	Digital Audio Courtroom recording system		CourtSmart	8/2015	TBD
Video for Courtroom Recording	JSG	Video Recording/Surveillance of Courtroom		JSG Consultant	8/2015	TBD
Document Scanning and Imaging	Full Court Enterprise Imaging	EDMS	FullCourt Enterprise	Ontario /Town IT	Upgraded 7/2017	TBD by Town IT

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Electronic Document Management System	FullCourt File Capture	EDMS	FullCourt Enterprise	Ontario / Town IT	Upgraded 7/2017	TBD by Town IT
Integration (ASC3) - electronic data sharing with county/city law enforcement	Brazos – PVPD E-citations Redflex – Photo Enforcement E-Citations	E-Citation FTPs	FullCourt Enterprise	Brazos/FullCourt Enterprise/Redflex	01/01/2016	
Integration (ASC4) - Electronic Data Sharing with City/County Prosecutor	N/A					
Integration (ASC5) - Electronic Data Reporting of	FullCourt Enterprise	Case Management System	MVD	PV Court/Town IT	6/2009	TBD

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Citations/ Dispositions to MVD						
Integration – Electronic Data Sharing/Reporting to City	N/A					
Finance System	Caselle	Finance Application		Caselle	2016	TBD
Data Warehouse	N/A					

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Jury Management System	N/A					
Public Access	PV Municipal Court Public Access Site	Provides case and disposition information	FullCourt Enterprise	PV Court and Town IT Staff	TBD/FY2021	TBD
Bulk Data by Subscription	N/A					
Court Intranet and	SharePoint 2010/Vision	Intranet		Town IT	3/2015	TBD by Town IT

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Supporting Applications	Content Management System					
Court Web Site	Vision Content Management System	Internet content management software	CMS	Court & Town IT	2012	TBD by Town IT
Interactive Voice Response System (IVR)	IVR	Phone payment processing system	CMS	Vendor Name / Court and Town IT	5/2016	TBD
Hardware / Software Inventory	System Center	Enterprise management platform	Microsoft	Microsoft and Town IT	2010	2019
Timesheet	Paycom	Human Resources and TimeKeeping		Town IT	11/2017	TBD by Town IT
Photo Enforcement and Redlight	Redflex	Photo Enforcement	FullCourt Enterprise	Redflex	08/2004	TBD
IC Verify	N/A					

6. COMPARISON OF ENVIRONMENT TO ARIZONA JUDICIAL BRANCH ENTERPRISE ARCHITECTURE

The table below prompts you to identify any current technologies and products classified in the retirement and containment categories of the architecture. Beginning with the FY08 plan, COT requires that a project be defined for the removal/replacement or any item listed in the "retirement" category within plan period. Items in the "containment" category can have no additional use without exception being granted by COT. The next stop on the lifecycle is retirement; therefore, further investment is unwise and serves to make removal/replacement only more difficult and expensive.

The complete, updated table appears on the COT website at http://www.azcourts.gov/cot/EnterpriseArchitectureStandards.aspx. Where there are unique, local undertakings that cannot be leveraged, a court is free to go beyond the standards set in the table. When sharable modules related to core applications are developed, the standards must be followed.

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Applications & Tools				
User Interface Delivery Method for Public Access	Internet Explorer 10, Firefox	Internet Explorer	IE/Chrome	
User Interface Delivery Method for Business Applications	Character based	Silverlight	Browser-based	
Electronic Document Management	Hyland OnBase ≤14	OnBase 15	FullCourt Enterprise Imaging Module	
Document Imaging	Kofax Card (SCSI)	Kofax Ascent Capture	FullCourt Enterprise Imaging Module	
Report Writer for Ad Hoc Reporting	Crystal <10 MS-SSRS ≤2005	Crystal 10 MS-SSRS 2008	Crystal Reports 2016	
Report Writer for Business Application Reports	Crystal <10 MS-SSRS ≤2005	Crystal 10 MS-SSRS 2008	Crystal Reports 2016	

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Development Languages	ASP (Classic), COBOL, JAM, RPG	Java (on a business case need basis), .NET Framework ≤V3.X, Silverlight, Windows Workflow Foundation	Java	
Development Environment	Visual Studio ≤2012, Visual Studio 6	Visual Studio 2015, PowerBuilder, MS-Access, Panther	Eclipse	
Source Control	Aldon		Apache Subversion	
Code Generation	Alachisoft	Visible Developer	Java Virtual Machine (JVM)	
Office Productivity Tools				
Word Processing	Word ≤2010	Word 2013	Word 2016	
Spreadsheet	Excel <2010	Excel 2013	Excel 2016	
Presentation	PowerPoint ≤2010	PowerPoint 2013	PowerPoint 2016	
Local Standalone Database	MS-Access ≤2010	Access 2013	N/A	
E-mail Client	Outlook ≤2010	Outlook 2013	Outlook 2016	
Instant Messaging		MS-Live Communication Server, Lync, Skype for Business 2013	N/A	
Distance Learning		Centra	SkillSet	

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Data Architecture				
DBMS	SQL Server <2012	SQL Server 2012	SQL 2016	
Data Warehouse DBMS	SQL Server <2012	Informix XPS, SQL Server 2012	SQL 2016	
Data Exchange Model		Fixed format, XML homegrown	NIEM/XML	
Networks and Platforms				
Client Operating System	Windows ≤Vista and 8	Windows 7 and 8.1	Windows 10	
Server & Network Operating Systems	OS/400, Windows ≤2008	Windows Server 2008 R2 and 2012	Server 2012 R2/2016	
Mobile Operating Systems	BlackBerry O/S		N/A	
Shared Services				
Component Service Layer		Services (previous version), DCOM, ASP (classic), Remoting	Spring-based/SOA	
Remote Access Through Internet (employees)	ipsec/AnyConnect		Pulse Secure	
Remote Access Through Internet (vendors / trusted partners)	ipsec/AnyConnect, TeamViewer n-2 version	TeamViewer n-1 version	Pulse Secure/ TeamViewer	

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Message Transport Middleware				
Message Transport	MQ ≤V7.1	MQ V7.5/8.0	Java Messaging Service (JMS)/Enterprise Service Bus (ESB)	
Data Transformation	Data Junction, MQSI, DTS	Cloverleaf, WMB V8.0, BizTalk	N/A	
Data Routing/Publish and Subscribe	MQSI	Cloverleaf, WMB V8.0, BizTalk	N/A	
File Transfer, Scheduled Production (Mission Critical)	FTP (intercourt and using public Internet), MQ ≤7.1	SFTP (intracourt only), MQ V7.5/8.0	IP Switch/ Python	
File Transfer, Non-Transactional and Ad Hoc (Not Mission Critical and Not Sensitive)	MQ ≤7.1, FTP	MQ V7.5/8.0	Email/SFTP	

ATTACHMENT 7
SCOTTSDALE MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2021-2023

INTRODUCTION

In the past the courts in Maricopa County have submitted a single, consolidated Information Technology Strategic Plan document each year. Business leaders met to discuss current technology issues facing their courts, to determine the business drivers impacting technology, and recommend a priority for technology projects. Technical resources likewise submitted details about local projects and inventory to the superior court planning contact for inclusion in a master document for publication and approval. As a result of changes authorized by the Commission on Technology in 2014, municipal courts in the county have been authorized to submit plans directly to the Administrative Office of the Courts to appear as attachments to the document submitted by the Superior Court and Justice Courts. This plan covers only the activities of Scottsdale Municipal Court in Maricopa County.

PLANNING METHOD AND PARTICIPANTS

This is a three (3) year technology strategic plan for the Scottsdale Municipal court covering the period from January 2019 through June 2022. The following individuals from the court and city were involved in formulating the plan:

SCOTTSDALE MUNICIPAL COURT in MARICOPA COUNTY	
Name	Title
Joseph Olcavage	Presiding Judge
Ken Kung	Court Administrator
Daniel Edwards	Deputy Court Administrator
Samantha Mounsey	Deputy Court Administrator
Randy Kennedy	Court Automation Manager

A. COUNTY- AND CITY-LEVEL BUSINESS AGENDAS, INITIATIVES, AND PRESSURES

The county and its associated agencies as well as the city and its associated agencies have identified strategic business goals, initiatives, and pressures strategic business goals, initiatives, and pressures that relate to the court as follows:

STRATEGIC AGENDAS
Enhance Customer Service
Assist Low Income Customers
Support Special Populations
Appreciate and Value Employees
Hire and Keep Good People
Expand Staff's Depth of Knowledge
Enhance Collection Practices
Expedite Case Disposition and Reporting
Maintain Fiscal and Operational Accountability
Ensure Continuity of Operations
Continue to Enhance the Case Management System
Increase Integration with Business Partners
Expand Technology Solutions
Support the City's Safety Initiatives
Provide a Safe Environment for Staff and Public

B. LOCAL COURT STRATEGIC AGENDAS, INITIATIVES, AND BUSINESS PRESSURES

The court supports ***JUSTICE FOR THE FUTURE: PLANNING FOR EXCELLENCE 2019-2024*** and its vision to increase the public's trust in the court system, to inspire confidence that individual rights are being protected, and to ensure that all citizens are being treated fairly. This strategic agenda was released in July 2019 at the direction of the judiciary's new chief justice. It remains consistent with the previous ***ADVANCING JUSTICE TOGETHER*** vision and encompasses five broad goals, each associated with several key strategic business needs. The goals are:

1. Promoting Access to Justice;
2. Protecting Children, Families, and Communities;
3. Promoting Judicial Branch Excellence and Innovation;
4. Enhancing Professionalism within Arizona's Courts; and
5. Promoting Public Trust and Confidence.

The complete strategic plan is available at:
https://www.azcourts.gov/AZ-Courts/Strategic-Agenda.

COURT/LOCAL AGENCY NAME	STRATEGIC AGENDA	TECHNOLOGY RESPONSE
Scottsdale City Court	Continue to enhance the case management system	Adopt and incorporate the City's standard development tools and methodologies to enhance supportability by City IS.
Scottsdale City Court	Increased integration with business partners	Utilize data transfers to increase integration with prosecutors/ long-form citations.
Scottsdale City Court	Increased integration with business partners	Develop integrated check-in system for defendants.
Scottsdale City Court	Enhance customer services	Enhance online services by providing ability to quash warrants on select cases.
Scottsdale City Court	Enhance customer services	Additional touchscreens/signature capture at lobby windows
Scottsdale City Court	Enhance customer services	Real-time disposition reporting to MVD to facilitate the satisfaction of default judgment allowing defendant to reinstate license quicker.

COURT/LOCAL AGENCY NAME	STRATEGIC AGENDA	TECHNOLOGY RESPONSE
Scottsdale City Court	Increased integration with business partners	Improve electronic communication with criminal justice partners.
Scottsdale City Court	Expand technology solutions	Viewing area with Audio/Video feed from jail court. Possibly stream live to Internet.
Scottsdale City Court	Expand technology solutions	Develop statistical database for ease and standardization of reporting and analysis.
Scottsdale City Court	Expand technology solutions	Computerize employee training plan and trainings.
Scottsdale City Court	Expand technology solutions	Integrate to more external sources.
Scottsdale City Court	Expand technology solutions	Implement the Court Innovation Team's recommendations.

C. CURRENT TECHNOLOGICAL ENVIRONMENT

Appendix A details our technological environment.

D. INFORMATION TECHNOLOGY STRATEGIC PROJECTS

This section identifies each statewide and local strategic project in which the court participates or will actively be pursing over the next three years. For those projects primarily supported at the state level, it will identify project status and describe the local courts' planned participation and note any related, independent future plans. For independent but complimentary local projects, additional details on resources and future plans are included.

This section also includes information for independent technology projects which are not primarily supported by state resources. Information on these projects includes showing alignment to both statewide and local technology strategic initiatives and enterprise architecture standards. Any technologies or products appearing in the "Retirement" column of the Enterprise Architecture standards table have a corresponding migration or replacement project identified.

The statewide strategic technology priorities as assigned by the Commission on Technology, are as follows:

1. Production Support (incl. bug fixes, req'd chgs)
2. Manage & Improve Security (incl. COOP rvw)
3. Finish Core System Deployments (GJ/ LJ)
4. Mitigate Aging Technology Risk
5. Increase Revenue Flow (FARE, eAccess, eFiling)
6. Increase Data Utilization (ex. access & BI)
7. Public Facing Services (eFiling, eAccess, eNotification, ODR)
8. Integrate Systems to Improve Productivity and Capability
9. Enhance Core Systems with New Functionality

COT members also reaffirmed the importance of existing strategic projects and placed them in the general priority set indicated below:

- Deploy New eFiling Case Types
- Deploy LJ Judge Automation
- Expand Automated Notifi-cation Capability
- JOLTSaz Dependency & Officer UI
- AJACS - AZTEC Replacement
- eCertification
- Justice Court eFiling
- FARE - Infrastructure Port
- Online Dispute Resolution
- Mental Health Repository
- Data Analysis/Reporting
- eWarrant System
- New Appellate CMS Setup
- CPOR 2 Implementation
- FARE Implementation for Non-Standard Courts
- Move AJACS Superior Courts to V6.1
- LJ PSA Automation
- Conditions of Release Tracking
- Data Access Portals
- Digital Evidence

* Note: Not all projects apply to the limited jurisdiction courts in the state.

COURT IT ACCOMPLISHMENTS CY2019

This section lists the accomplishments of the court in information technology projects from January 2018 to January 2020.

SCOTTSDALE MUNICIPAL COURT ACCOMPLISHMENTS

STRATEGIC PROJECT (State or Local)	PROGRAM / PROJECT	DESCRIPTION	LOCAL ACCOMPLISHMENT
Local	Criminal ODR	Pilot with AOC for online dispute resolution for criminal cases	Successful partnership with prosecutor and vendor to provide online access to and submission of plea documents.
Local	Remote Ex-Parte hearings	Allows for protective order *ex-parte* hearings from shelters or other safe spaces	Partnered with Chrysalis shelter and Scottsdale Police Crisis Intervention staff.
Local	Access and Fairness survey via online survey tool	Used online tool to take survey	Partnered with AOC to use Survey Monkey to administer test saving on compilation time by staff.
Local	Primary rework of CMS	Incorporate city standard methodologies and remove reliance on AZTEC based tables	Primary development done and provided to staff for beta and user acceptance testing.
Local	Parking ODR	Expansion of ODR pilot with AOC to parking hearings	Successful partnership with police department parking enforcement unit for online hearing documents.
Local	Veterans' court survey	Put survey online for participants to complete	Provide participants with iPads to complete survey upon their initial appearance.
Local	ARB integration	Automation receipting of Automatic Recurring Billing receipts into CMS	Integrated
Local	Pay Near Me	Allows FARE participants to pay via cash at local stores	Implemented integration to accept Pay Near Me payments

COURT PROJECTS MASTER LIST

This section collects all information technology project-related information for all the court during calendar year 2020. Projects listed include both those in support of statewide efforts as well as independent strategic technology projects that support the court's strategic initiatives independent from the statewide projects.

STATEWIDE PROJECT PARTICIPATION

Strategic Project Name / Phase	Brief Project Description	Related Statewide Project	Participation Scheduling	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
Public Safety Assessment	Automated tool to evaluate multiple inputs and provide a risk assessment for judge to determine release conditions	LJ Public Safety Assessment	Mid-cycle implementation	FY21	On Hold	Statewide system implemented by AOC

OTHER LOCAL INDEPENDENT PROJECTS

Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
Data Transfer for Prosecutor Long-Form Citations	Utilize data transfer to implement prosecutor long form filing in a manner similar to existing SPD and photo enforcement electronic filing.	FY21	Conceptual	
Enhance Case Management System	Adopt and incorporate the City's standard development tools and methodologies to enhance supportability by City IS.	FY20	Underway	
Integrated Check-in System	Develop integrated check-in system for defendants so courtroom clerks and/or prosecutors know which litigants have arrived and when.	FY20	Planned	
Additional eServices	Add services to the existing web site to allow litigants more access/services that can be done without coming to the court. Online warrant quashing.	FY21	Underway	
Additional Touchscreens and Signature Capture Devices	Add touch screen and signature capture devices to lobby windows to decrease need for manual signatures/document scanning.	FY21	Planned	
Real-Time Disposition Reporting to MVD	Real-time disposition reporting to MVD to facilitate the satisfaction of default judgment allowing defendant to reinstate license quicker.	FY21	Planned	

OTHER LOCAL INDEPENDENT PROJECTS

Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
Jail Court Viewing Feed	Viewing area with audio/video feed from jail court to accommodate more guests and ease weekend viewing. Possibly stream live to Internet.	FY21	Conceptual	
Statistical Database	Database for non-case-specific identifying values to create AOC monthly stats and Scottsdale specific trends data.	FY21	Planned	
Computerize Employee Training Plan and Trainings	Database for tracking all employee training requirements and accomplishments and creating CBT trainings to supplement live trainings.	FY21	Planned	
Improve Electronic Communication with Criminal Justice Partners	Identify all data being sent from and received by CJT partners and utilize technology solutions to integrate that data in to systems court systems.	FY21	Conceptual	
Integrate to More External Sources	Identify all data being sent from and received by the court and utilize technology solutions to integrate that data in to systems court systems.	FY21	Conceptual	
Implement Court Innovation Team Recommendations	Technology enhancements outside of the CMS that enhance the customer or staff's experience and efficiency.	FY21	Underway	

D. 1. MAJOR STATEWIDE INITIATIVES AND PLANNING/IMPACT INFORMATION

The tables below provide Commission on Technology with visibility into the demand for the new technology initiatives that require long-range preparation and may have significant impacts on local infrastructures, resources, and training requirements. Courts should consider high-level impact perspectives that factor into their participation in statewide systems and initiatives.

STATEWIDE INITIATIVE

LJ Judge Automation
(Limited Jurisdiction Courts Only)

Description:
Historically, court automation was significantly structured to take place in the back-office via a judicial administrative assistant, clerk, court information staff, or judicial officer. Current technology advances provide the opportunity to move away from paper and into the digital world. All technology enhancements introduce changes that have some impact on the court and court processes. The LJ AJACS application offers court staff and judicial officers the ability to use the court management system in the courtroom as well as in the back office. A case worksheet provided with AJACS gives quick access to the key components of court cases including ease of access to updating case information, checking financial information, the charges on the case, case status, and many other quick option features. The worksheet has collapsible sections to provide ease of visibility to detailed case information. The sections of the worksheet are secured so that a section cannot be expanded when the case information does not yet support its use.

The current AJACS Case Worksheet has been available to all LJ courts since their conversion from AZTEC. Numerous courts and judges use the Case Worksheet in the courtroom for real-time case processing and adjudication. Though the worksheet underwent detailed business analysis, development, and testing initially, the time has come to reassess its practical usability. A new Judge Automation Focus Group will assess worksheet modifications and enhancements necessary to speed the judicial process and further streamline case processing (both in the courtroom and back office). This focus group will provide valuable feedback and suggestions for module enhancements and development of new features.

Anticipated rollout timeline: Rollout accompanies each Statewide LJ AJACS implementation going forward. Judges and court staff were trained on the use of the worksheet prior to each court's AJACS implementation. Additional features and enhancements determined by the Judge Automation Focus Group are being targeted for analysis, design, and development beginning fall of 2019. Implementation will be accomplished as future AJACS releases are pushed out, beginning in Summer 2020.

7. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)	Matches LJ AJACS timeframe

2. General Importance or Impact to Your Court:

STATEWIDE INITIATIVE

Electronic Filing Case Types Expansion

Description:
Electronic Filing, better known as e-filing, comprises a set of software applications designed to communicate and interoperate with case management systems (CMSs), an online payment provider, and multiple electronic filing service providers. It enables attorneys and self-represented litigants to assemble, pay for, and submit case data and documents online to individual courts. It simultaneously provides a means for clerks to review and accept e-filed submissions within their respective CMSs before supplying the information to judges to prepare for and conduct court hearings. Once a submission is clerk-accepted with virtually the touch of a button, automated CMS docketing processes file the associated data and documents into official case files. Notifications indicating the status of the clerk's filing process are returned to the submitting attorneys and parties letting them know their case information is filed and documents are readily available for reference online.

Delivering case information online removes the need for clerks to manually enter case data and scan case documents into CMSs, which has been the norm for processing physical paper documents delivered over-the-counter for decades. The goal of this statewide initiative remains to enable the e-filing of all case types in all Arizona courts. As of June 2019, all general jurisdiction courts support civil case e-filing. Maricopa Superior Court continues updating its e-filing capability to accept and process case-initiating submissions.

As technologies evolve and more experience is gained, new concepts and approaches will be introduced to handle e-filing more efficiently and effectively. Equally important is reducing the cost of maintaining physical paper managed by each court. The current focus is to expand the implementation of e-filing by supporting additional case types.

Anticipated rollout timeline: Varies by level of court and case type. Protective Order Petition e-filing support must be in place by January 2020 to meet a legislated deadline. Family Law and Probate e-filing in the Superior Court and Regular Civil and Eviction Action e-filing in the Justice Courts are slated for delivery in calendar year 2020.

8. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)	next 12 months

2. General Importance or Impact to Your Court:

This area of technology is essential to our Court Operations and our commitment to technological services to the community. While Scottdale City Court has an array of online services including filing motions online that direct feeds into the CMS, the Court would be expanding on that type of direct filings from the public.

STATEWIDE INITIATIVE

EXPANDING AUTOMATED NOTIFICATION CAPABILITIES

Description:
The Fair Justice for All Task Force's recommendations specify implementation of an automated, statewide, text notification system. This includes the capture, storage, and retrieval of cell phone number data fields in CMSs accompanied by appropriate permission and opt-out language for court users. Modifications have been made to the Arizona Traffic Ticket and Complaint (ATTC) that allow law enforcement to capture information used for notifications at the outset, or it can be added by court staff at any time. The system will be able to draw cell phone information from case management system databases and send out appropriate text messages and land line voice notifications regarding appearance dates and times, payment amounts due, or probation requirements.

Over time the features and coverage are being expanded to include support for various languages in text. By the end of 2019, text messages began to include the "azcourtpay.com" link. Expansion into additional languages, beginning with Spanish, will begin in first quarter 2020.

Anticipated rollout timeline: Available to limited jurisdiction courts with AJACS rollout, including voice notification on land lines in English. Non-AJACS courts, beginning with MCJC and Pima Superior, are obtaining access to the automated notification facility via local CMS integration.

7. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)	Immediately

2. General Importance or Impact to Your Court:

We already adopted text messaging capabilities for our court and seeing the benefits of mass notification during the COVID 19 health crisis. As today's society becomes more reliant on technology to communicate, this feature is essential to our court operations and community service.

STATEWIDE INITIATIVE

ELECTRONIC DOCUMENT CERTIFICATION

Description:
Electronic documents are now common in the day-to-day business of the court, relied upon by court staff, other justice-related agencies, and the public. AOs authorizing electronic filing stipulate that electronic submittals are considered "originals" for the purpose of court business. For ACAP courts, the central document repository (CDR) holds replicated court filings following acceptance by local clerks. Those documents are also available to filers and soon to the public, but for reference only. A move is underway to have clerks electronically certify the version of their record held in the CDR (or local repository for non-ACAP courts) as the official record of the court, on a record-by-record basis when that designation is requested.

The Clerk of the Superior Court in Maricopa County, a non-ACAP court, has constructed and piloted a certification system using a vendor product, TrueCertify, with OnBase TIF and PDF records. A certified document file locator number appears on each page to uniquely identify each e-certified record. Information within the locator number can be verified by the clerk's office if the integrity of the e-certified record is questioned. Raised-seal certified copies are provided at no charge whenever an e-certified record is rejected by a using agency. Beginning as a pilot in 2013, it expanded into full production use for certain types of documents in early 2018, adding marriage licenses at that time.

Mohave Superior Court investigated the Maricopa solution for use with OnBase and AJACS but developed an internal process for clerk's staff to attach necessary OnBase documents to a PDF, electronically file stamp them, then forward to the requesting agency. Documents are stored on the court's file server.

Anticipated rollout timeline: Maricopa solution is in production. The local, standalone pilot underway in Mohave with County Attorney and Attorney General is being followed by development work in AJACS to support a single, statewide solution for ACAP courts.

7. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)	3-4 years

2. General Importance or Impact to Your Court:

Currently, our Court certify documents by affixing a seal to the document, this technology would be beneficial as we are entirely file-less, so if we had an e-certification process, we can avoid printing out the document.

STATEWIDE INITIATIVE

ELECTRONIC WARRANT SYSTEM

Description:
The purpose of the eWarrant effort is to enable automated statewide arrest warrant processes for all Arizona jurisdictions to streamline the overall process though reliance on a single, trusted warrant repository in the state. The project is currently investigating various technical options. Provided sufficient funding can be obtained, following proof of concept and license negotiation with a key supporting vendor, the eWarrants Project will undertake full automation of existing warrant processes from end to end in a consistent manner throughout the entire State for courts and law enforcement agencies.

When a court issues or quashes a warrant, a CMS interface will electronically generate a transaction to be sent to the JWI system at DPS for law enforcement to act upon. Once the warrant has been executed by law enforcement and updated in JWI, the court will be electronically notified via AJACS. This round-trip process will keep warrant issues and servers in synch with each other and enable near-real-time notification between agencies on warrant-related activities, removing the guesswork that has plagued the paper system.

Anticipated rollout timeline: Workflow and AJACS development activities led to piloting with multiple jurisdictions at the end of 2019. Testing will continue into 2020 before a timeline is created for statewide rollout.

8. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)	On state e-warrant timeline

2. General Importance or Impact to Your Court:

Scottsdale City Court has an e-warrant process with local Scottsdale Police; however, similar to AZPOINT having a statewide unified system would be beneficial.

STATEWIDE INITIATIVE

DIGITIZING THE PROTECTIVE ORDER PROCESS

Description:
A 2002 effort determined the feasibility of centralizing the processes of protective order data management in Arizona so agencies and courts in the various jurisdictions across the state had equal access to orders on a consistent and timely basis. Legislated changes addressing deficiencies in the protective order process statewide coupled with the requirement to submit all civil protection orders served in Arizona to NCIC has driven the need for a single protective order system with participation from all 15 Arizona counties' courts and law enforcement agencies. This will ensure individuals restricted from buying guns will be entered into the federal NCIC database more consistently and timely which ultimately provides for better public safety.

Also, an integrated electronic system enables the public to electronically prepare their petition paperwork for filing rather than physically appearing at the court during business hours to complete a paper petition. The protective order project enables anyone in crisis with the help of a domestic violence victim's advocate, family/friend, or even by themselves to quickly and accurately submit paperwork electronically to an Arizona court from virtually any location. The related infrastructure changes also provide a technology basis for civil e-filing in limited jurisdiction courts statewide.

Anticipated rollout timeline: Legislation requires the central repository to be active by January 1, 2020. AJACS modifications will be completed to support that implementation date. Specifications have been provided to non-AJACS courts. Workarounds are being developed to enable use of the electronic repository for petitions still filed on paper.

7. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)	On state timeline

2. General Importance or Impact to Your Court:

This initiative is essential to our court operations and community services.

STATEWIDE INITIATIVE

DATA ANALYSIS/REPORTING

Description:
Goal 3A of the chief justice's strategic agenda focuses on key data both judges and court managers need to perform their caseload and oversight functions, ensuring that data is accurate and readily available to make informed operations and policy decisions. As a starting point, MS SSRS reports from the AJACS CMS were developed to assist in managing caseloads relative to the published time standards. Unfortunately, these reports only reflected a moment in time and were produced only periodically rather than in real time as judges desire. Moving the time standard reports out of AJACS to a centralized dashboard facility using Microsoft's Power BI tool will enable judges to log in and see up-to-date performance. The PowerBI data visualization tool will also visually alert judges to items falling outside of time standards. The tool draws attention to outlying data points and enables drill-down capability to identify the largest contributors to delays using the underlying CMS data to drive decision making by court leaders.

Anticipated rollout timeline: A prototype time standards dashboard was unveiled at the October 2019 Court Leadership Conference for reaction and comment. Depending on magnitude of changes requested, the production version of that dashboard will be available to judges during the first quarter of 2020. The dashboard concept will be expanded over time to power other areas of data-based decision making in accordance with the strategic agenda.

8. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)	Immediately

2. General Importance or Impact to Your Court:

Scottsdale City Court already adopts a data-based decision model, and also have integrated modules that reports out on CourTools in the CMS.

STATEWIDE INITIATIVE

ONLINE DISPUTE RESOLUTION

Description:
Consistent with the goal of promoting access to justice and the recommendations of the Fair Justice Task Force, the Judicial Branch is working to reduce the time and expense in certain types of cases by allowing litigants to resolve disputes without ever coming to the courthouse. An online dispute resolution (ODR) system would facilitate evaluation, negotiation, and judicial decision in those case types. The AOC continues conducting proof-of-concept pilots in multiple courts to determine whether ODR is viable in helping to resolve cases as litigants negotiate through use of the on-line resource. Reports will then be made to AJC by participants in the pilots before any decision is made to expand ODR statewide.

Pilot courts Yuma Superior and Pinal Superior are addressing Family Law cases with the use of court mediators on requests to modify child support, visitation, and legal decision making. An agreement between the parties can be executed using electronic signatures now that AO 2018-78 sets aside Family Court Rules requiring use of a notary on all ODR agreements.

Scottsdale Municipal Court is piloting the ability to accept plea documents from the city prosecutor and defendant for the purpose of accepting telephonic pleas on misdemeanor cases. Maricopa Superior Court implemented a separate pilot for family and civil cases, called "Accountability and Enforcement Court (ACE)," in July of 2018 and now is piloting an online platform to settle credit card debt cases under $50K.

Anticipated rollout timeline:

Pilots will continue until March 2020 to allow the collection of additional data to assess what requirements should be made in a Request for Qualification (RFQ) which will be developed and released during Spring 2020.

8. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)	Immediately

2. General Importance or Impact to Your Court:

Scottsdale City Court already adopts ODR for Misdemeanor pleas and parking hearings. This technology is essential to operations as well as community services. The Court would like to work with AOC to petition a Rule 17, AZCrP change to allow for online pleas. Further, the Court would also be looking at ways to use video recordings in addition to document submissions for Civil Traffic Hearings.

STATEWIDE INITIATIVE

LJ PUBLIC SAFETY ASSESSMENT AUTOMATION

Description:
This multi-phase project involves developing a fully automated process for answering the nine questions in the Public Safety Assessment (PSA) report which is currently prepared by pretrial officers for judges to use when establishing release conditions for persons arrested for crimes. The goal is to reduce the time it takes to complete a PSA allowing for the PSA to be used in additional limited jurisdiction courts which may not have pretrial services available to conduct the assessment. Phase One completed with pretrial staff still needing to verify certain answers or locate information to complete any unanswered questions to allow for all 9 PSA questions to be answered.

Pragmatica has been contracted to complete the next phase of the project that focuses on automatically triggering a request to conduct a PSA at the time a person is fingerprinted during the arrest/booking process and identifying the additional source information in court records or other criminal history information necessary to complete all 9 PSA questions in an automated fashion. Justice Web Interface (JWI) will continue to be the tool used for automated PSA reporting.

Some challenges that still must be addressed include the fact that not all court records are currently included in the AOC's public access database, out-of-state criminal records are not yet automatically evaluated, and failure to appear data is not always reported consistently in public access records.

Anticipated rollout timeline: Phase Two is just getting underway; no detailed tasks or timeline have been published yet for providing the PSA to limited jurisdiction courts.

7. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)	1-2 years

2. General Importance or Impact to Your Court:

This initiative will assist the judicial bench in enhancing their decisions with release conditions and bail hearings.

STATEWIDE INITIATIVE

DIGITAL EVIDENCE REPOSITORY

Description:
Following the recommendations of the chief justice's Digital Evidence Task Force, Commission on Technology's Technical Advisory Council crafted a range of possible solutions for handling digital evidence before narrowing their focus to a vendor-hosted cloud solution that could be implemented within two years. The solution as envisioned takes into account the total evidence lifecycle: enabling submission to the court of digital evidence, storage of digital evidence after submission to the court, and access to digital evidence by the court and litigants in connection with court proceedings. Clerks will be provided tools and services to manage digital evidence within the portal. Attorneys and self-represented litigants will have the ability upload evidence from personal devices and use tools to edit and redact before submission to the court.

The concept was reviewed in several presentations to subcommittees of the Arizona Judicial Council and to AJC itself. The consensus was to pursue the concept as the starting point in a process that would likely require several iterations as technology and practices mature.

Anticipated rollout timeline: A demonstration project is underway with a potential vendor to prove the cloud portal concept in two courts. Formal procurement will need to follow before statewide adoption is possible.

8. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)	1-2 years

2. General Importance or Impact to Your Court:

Currently for LJ Courts, this area is important as most of our cases are *pro per*s. Because of the digital age we live in, many of our litigants are submitting evidence through various ways and types. Having a unified method to store these and submit these for appeal purposes would be beneficial.

D.2. LOCAL INFORMATION TECHNOLOGY STRATEGIC RESOURCES

This section provides high-level information about the technology spending and resources by court including all support provided by non-court entities like City IT.

Court	State Device Cost	Other Technical Cost	Number of:	
			Court FTE Technical Staff	City FTE Technical Support Staff
Scottsdale Municipal Court	$18,000		4	1

APPENDIX A. CURRENT ENVIRONMENT

1. COURT HARDWARE ENVIRONMENT

This appendix lists all court-owned hardware deployed, including mainframes, servers, desktops, and other peripherals.

Dept.	PC Operating System	PC Count	Replacement Date / Strategy	Laptop Operating System	Laptop Count	Tablet Operating System	Tablet Count	Thin Client	Replacement Date/ Strategy	# of Network /PC Printers
Court	Windows 10	85	5-year cycle	Windows 10	6	Windows 10	1		5-year cycle	36

2. HARDWARE FOR SPECIAL FUNCTIONS

Department	Number of				
	Public Access PCs	In Courtroom PCs	In Courtroom Thin Clients	In Chambers PCs	Imaging Workstations
Court	4	22	0	7	44

3. LOCAL SERVER HARDWARE AND FUNCTION

Department	Server Hardware Type	Server Count	Operating System	Replacement Date/Strategy
Court	Virtual on Cisco UCS Blades and HP Synergy Blades	4	ESX 6.7, Windows 2012 R2	5-year cycle

4. NETWORK ENVIRONMENT

Department	Number of Devices (PCs & Printers) on Network	Network Software (NOS)	Firewall brand/model	Other Security Provisions
Court	128	Win 2012 R2	Checkpoint	Trend anti-virus, WSUS, SCCM, SolarWinds

5. SOFTWARE ENVIRONMENT

This section identifies all the software used in the court by category or function. It includes the state-provided applications (such as AZTEC, TIP, PIMS, JOLTS, and APETS) and also any word processing, spreadsheet, report writing and other database or other tracking applications.

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Court Case Management System	CourtEZ	AZTEC data model, including additional data tables to support the increased functionality	Shared with Pros	Scottsdale City Court and City of Scottsdale	2009, 2016 moved to SQL Server	
Calendaring	CourtEZ	Calendaring functionality is part of the current CMS	Plan to integrate with PD	Scottsdale City Court and City of Scottsdale	2017	
Electronic Calendar Display System	CIDS	Custom app to display courtroom appearances in lobby	Court's CMS	City of Scottsdale	2016	None
Exhibit Tracking	None					

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Financials/Cash Management System	CourtEZ					
File Tracking	No files					
Forms Generation	CourtEZ					
Court Performance / Metrics Tracking Tool	CourtEZ					
Electronic Storage (SAN, NAS, etc.)	HP SAN/NAS	HP SAN/NAS		City IS / local staff	2012	City IS call
Data Backup/ Recovery System	CommVault, Dell EMC Data Domains	24/7 DB log backup, daily DB full backup, multiple VM hosts		Court/City IS	2019	TBD
E-mail Application	Office 365	MS Exchange software		City IS		City IS call

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Report Writing Tool	CourtEZ, PowerBI, & Access	server queries, Access, embedded reports		Local staff	2016	TBD
Problem and Change Management	Azure DevOps, Cherwell			Microsoft / Cherwell	2020	City IS call
Software Configuration Management	Azure DevOps			Microsoft	2020	City IS call
Systems Development Productivity Software	Visual Studio	Visual Studio 2019		Microsoft	2019	
Hardware & Software Asset Management						

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implement ation Date	Replacement Date/Strategy
Procurement/ Materials Management						
Adobe Acrobat Reader	Adobe	Acrobat Reader DC		Adobe	2020	City IS call
Acrobat Professional	Adobe	Acrobat Pro DC			2020	
Office Productivity Suite						
Database(s)	SQL	SQL Server 2017			2019	City IS call
Project Mgmt Tracking						
Timekeeping						
Human Resources Software						
Virus Protection	Trend Micro	Trend Micro 14		City IS	2020	City IS call

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implement ation Date	Replacement Date/Strategy
Fines, Fees and Restitution Enforcement Module for FARE Participation	FARE	Integrated with CMS	CourtEZ			
Tax Intercept Program (TIP)	TIP			AOC		
Other Collections Tracking						
Web IVR Payment Systems	Local solution for web payments	Local Payment Gateway (Web)/FARE		City of Scottsdale IS and Court	2017	Update as needed
Digital Audio for Courtroom Recording	Liberty Court Recorder	Liberty Court Recorder 7.6		JCG Technologies	2017	TBD
Video for Courtroom Recording						

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Document Scanning and Imaging	Kofax, ScandAll Pro	Kofax 10, ScandAll Pro 2		Kofax and local staff	2017	City IS call
Electronic Document Management System	OpenText DM	OpenText DM 11.0.0		OpenText and city IS	2019	City IS call
Integration (ASC4) - Electronic Data Sharing with City/County Prosecutor	CourtEZ/ PIN	CMS for each agency		Court/City	2017	
Integration (ASC5) - Electronic Data Reporting of Citations/ Dispositions to MVD	MVD Reporting	An electronic transaction to MVD for traffic citations	CourtEZ	City of Scottsdale Court & MVD (custom app court)	2003	As needed

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Integration – Electronic Data Sharing/Reporting with Photo Enforcement Vendor system	PE Filings	Also send/receive updates and receive partial image of citation	CourtEZ	Court staff and PE vendor	2012	As needed
Data Warehouse						
Jury Management System	Agile Jury	Maricopa County's Agile Jury system.		Maricopa County Judicial Branch IT Staff and Xerox	February 9, 2012	
Public Access	CoS website					
Bulk Data by Subscription						
Court Intranet and Supporting Applications						

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implement ation Date	Replacement Date/Strategy
Court Web Site	www.scottsdaleaz.gov/court	Interactive website application to view case and calendar information, make payments, plea and pay, DDC extensions		City Court and IS	2017	As needed
Interactive Voice Response System (IVR)	Voxeo Prophecy	Handles incoming calls		City Court and IS, Voxeo	2016	As needed
Hardware / Software Inventory						
Timesheet	Webtime	Webtime 19.1.0.3 Online time keeping application		WorkForce Software		
IC Verify						
Process Service Data Transfer	Data transfer with process service company.	Receive data and images of service PE citations. Send info about cases that need service stopped	CourtEZ	Scottsdale & PS vendor	2012	TBD

Application Category	Product Name	Description of the Application	Integrates with ….	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Program Orders Data Transfer	Data transfer to program/treatment providers.	Send/Receive court ordered program info and compliance updates	CourtEZ	Scottsdale & Program Agencies	2010	TBD

6. COMPARISON OF ENVIRONMENT TO ARIZONA JUDICIAL BRANCH ENTERPRISE ARCHITECTURE

The table below prompts you to identify any current technologies and products classified in the retirement and containment categories of the architecture. Beginning with the FY08 plan, COT requires that a project be defined for the removal/replacement or any item listed in the "retirement" category within plan period. Items in the "containment" category can have no additional use without exception being granted by COT. The next stop on the lifecycle is retirement; therefore, further investment is unwise and serves to make removal/replacement only more difficult and expensive.

The complete, updated table appears on the COT website at http://www.azcourts.gov/cot/EnterpriseArchitectureStandards.aspx. Where there are unique, local undertakings that cannot be leveraged, a court is free to go beyond the standards set in the table. When sharable modules related to core applications are developed, the standards must be followed.

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Applications & Tools				
User Interface Delivery Method for Public Access	Internet Explorer ≤6	Internet Explorer	Browser	
User Interface Delivery Method for Business Applications	Character based	Silverlight	Desktop application	
Electronic Document Management	Hyland OnBase ≤14	Hyland OnBase 15	Open Text DM 11.0.0	
Document Imaging	Kofax Card (SCSI)	Kofax Ascent Capture	Kofax 10.2.1.4, ScandAll Pro 2	

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Report Writer for Ad Hoc Reporting	Crystal <10 MS-SSRS ≤2005	Crystal ≤10 MS-SSRS 2008	PowerBI 2019, DevExpress Xtra Reports	
Report Writer for Business Application Reports	Crystal <10 MS-SSRS ≤2005	Crystal 10 MS-SSRS 2008	PowerBI 2019, DevExpress Xtra Reports	
Development Languages	ASP (Classic), COBOL, JAM, RPG	Java (on a business case need basis), .NET Framework ≤V3.X, Silverlight, Windows Workflow Foundation	C#	
Development Environment	Visual Studio ≤2012, Visual Studio 6	Visual Studio 2015, PowerBuilder, MS-Access, Panther	Visual Studio 2019	
Source Control	Aldon		Azure DevOps	
Code Generation	Alachisoft	Visible Developer		
Office Productivity Tools				
Word Processing	Word ≤2010	Word 2013	Word, Office 365	
Spreadsheet	Excel ≤2010	Excel 2013	Excel, Office 365	
Presentation	PowerPoint ≤2010	PowerPoint 2013	PowerPoint, Office 365	

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Local Standalone Database	MS-Access ≤2010	MS-Access 2013		
E-mail Client	Outlook ≤2010, GroupWise (unsupported)	Outlook 2013, GroupWise (supported versions)	Outlook, Office 365	
Instant Messaging		MS-Live Communication Server, Lync, Skype for Business 2013	Teams, Office 365	
Collaboration		Live Communication Server, SharePoint Server ≤2013, Google Apps	SharePoint, Office 365	
Distance Learning		Centra		
Data Architecture				
DBMS	SQL Server <2012	SQL Server 2012	SQL Server 2017	
Data Warehouse DBMS		Informix XPS, SQL Server 2012		
Data Exchange Model		Fixed format, XML homegrown	CSV, XML	
e-Mail Encryption		S/MIME	LiquidFiles	

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Networks and Platforms				
Client Operating System	Windows ≤Vista and Windows 8	Windows 7and 8.1	Windows 10	
Server & Network Operating Systems	OS/400, Windows ≤2008 R2	Windows Server 2012	Windows Server 2012 R2	
Mobile Operating Systems	BlackBerry O/S		iOS 13, Windows 10	
Shared Services				
Component Service Layer		Services (previous version), DCOM, ASP (classic), Remoting		
Remote Access Through Internet by employees or contractors	ipsec/AnyConnect			
Remote Access Through Internet by vendors or trusted partners	ipsec/AnyConnect; TeamViewer n-2 version	TeamViewer n-1 version		
Message Transport Middleware				
Message Transport	MQ ≤V7.1	MQ V7.5/V8.0	MQ	

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Data Transformation	Data Junction, MQSI, DTS	Cloverleaf, WMB V8.0, BizTalk		
Data Routing/Publish and Subscribe	MQSI	Cloverleaf, WMB V8.0, BizTalk		
File Transfer, Transactional and Scheduled Production (Mission Critical)	FTP (intercourt and using public Internet), MQ ≤7.1	SFTP (intracourt only), MQ V7.5/8.0	SFTP, MQ	AOC uses SFTP for MVD disposition reporting, will implement any new statewide standard.
File Transfer, Production Non-Transactional and Ad Hoc (Not Mission Critical and Not Sensitive)	MQ ≤7.1, FTP	MQ V7.5/V8.0	SFTP	

ATTACHMENT 8
TEMPE MUNICIPAL COURT
INFORMATION TECHNOLOGY STRATEGIC PLAN: 2021-2023

INTRODUCTION

In the past the courts in Maricopa County have submitted a single, consolidated Information Technology Strategic Plan document each year. Business leaders met to discuss current technology issues facing their courts, to determine the business drivers impacting technology, and recommend a priority for technology projects. Technical resources likewise submitted details about local projects and inventory to the superior court planning contact for inclusion in a master document for publication and approval. As a result of changes authorized by the Commission on Technology in 2014, municipal courts in the county have been authorized to submit plans directly to the Administrative Office of the Courts to appear as attachments to the document submitted by the Superior Court and Justice Courts. This plan covers only the activities of Tempe Municipal Court in Maricopa County.

PLANNING METHOD AND PARTICIPANTS

This is a three (3) year technology strategic plan for the Tempe Municipal Court covering the period from January 2019 through June 2022. The following individuals from the court and city were involved in formulating the plan:

TEMPE MUNICIPAL COURT in MARICOPA COUNTY	
Name	Title
Hon. Kevin Kane	Presiding Judge
Alexis Allen	Court Administrator
Shannon Branham	Deputy Court Administrator
Christy Visca	Sr. Management Assistant
City of Tempe IT Department	

A. COUNTY- AND CITY-LEVEL BUSINESS AGENDAS, INITIATIVES, AND PRESSURES

The county and its associated agencies as well as the city and its associated agencies have identified strategic business goals, initiatives, and pressures strategic business goals, initiatives, and pressures that relate to the court as follows:

STRATEGIC AGENDAS
Promoting Access to Justice – Access to Justice Initiatives
Protecting Children, Families, and Communities Fair Justice Initiatives Restorative Justice Initiatives
Promoting Judicial Branch Excellence and Innovation Data-Based Decision Making Case Management Technology Initiatives Courthouse Safety and Security

B. LOCAL COURT STRATEGIC AGENDAS, INITIATIVES, AND BUSINESS PRESSURES

The court supports ***JUSTICE FOR THE FUTURE: PLANNING FOR EXCELLENCE 2019-2024*** and its vision to increase the public's trust in the court system, to inspire confidence that individual rights are being protected, and to ensure that all citizens are being treated fairly. This strategic agenda was released in July 2019 at the direction of the judiciary's new chief justice. It remains consistent with the previous ***ADVANCING JUSTICE TOGETHER*** vision and encompasses five broad goals, each associated with several key strategic business needs. The goals are:

16. Promoting Access to Justice;
17. Protecting Children, Families, and Communities;
18. Promoting Judicial Branch Excellence and Innovation;
19. Enhancing Professionalism within Arizona's Courts; and
20. Promoting Public Trust and Confidence.

The complete strategic plan is available at:
https://www.azcourts.gov/AZ-Courts/Strategic-Agenda.

COURT/LOCAL AGENCY NAME	STRATEGIC AGENDA	TECHNOLOGY RESPONSE
City of Tempe Tempe Municipal Court	Allow multi-court collaboration and use of technology to establish and expand problem solving courts across jurisdictional boundaries.	CMS Gap Analysis to facilitate participation in the East Valley Regional Veterans' Court.
City of Tempe Tempe Municipal Court	Improve timeliness and efficiency of civil, local and criminal case processing.	As new case processing standards are established update CMS.
City of Tempe Tempe Municipal Court	Improve Court Processes for data collection and exchange.	Complete process for CPOR reporting of Protective Orders as outlined in the AZ Statewide 2020 Protective Order Project.
City of Tempe Tempe Municipal Court	Promoting Access to Justice	Evaluate CMS for implementation for all "Fair Justice Initiatives."
City of Tempe	Improving Court Processes to Better Serve the Public	Evaluate AO 2016-113 and current EDMS system for the potential of implementing a

COURT/LOCAL AGENCY NAME	STRATEGIC AGENDA	TECHNOLOGY RESPONSE
Tempe Municipal Court		paper on demand environment.
City of Tempe Tempe Municipal Court	Increase Public Facing Services	Implement text and email reminders for upcoming court and no-later-than dates.
City of Tempe Tempe Municipal Court	Improving Court Processes to Better Serve the Public	Expand the acceptance of e-Citations types into CMS.
City of Tempe Tempe Municipal Court	Increase Public Facing Services	Stand up two public access terminals in Court lobby to facilitate AZPOINT process and provide access to other public agencies

C. CURRENT TECHNOLOGICAL ENVIRONMENT

This section summarizes both the statewide and local hardware and software environment. Hardware includes mainframes, servers, desktops, and other peripherals. Software includes statewide applications, local software and desktop productivity tools.

HARDWARE

Listed below are the total of the number of desktops, laptops and network printers in Tempe Municipal Court.

Description	Total Count
Desktop total	70
Laptop total	6
Thin clients	2
Tablet total	2
Network printer total	17

The operating system (OS) for the desktops and laptops are Windows 7. The City IT maintains a 5 year refresh cycle for desktop devices.

These totals address “specialized uses” of some PCs in the court:

Description	Total Count
Public Access PCs	0
PCs in the Courtroom	14
Thin Client in the Courtroom	0
PCs in the Chambers	5
PCs used for ACJIS	1
Imaging PCs	3

There are a total of 12 virtual HP servers supporting the court.

The Network Operating Systems (NOS) is Microsoft Windows 2008R2, 2012R2 and 2019 with Active Directory.

SOFTWARE

Appendix A identifies all the software used in the court including any state-provided applications such as AJACS, AZTEC, APETS, TIP, JOLTS, and any word processing, spreadsheet, report writing, and other database or other tracking applications.

D. INFORMATION TECHNOLOGY STRATEGIC PROJECTS

This section identifies each statewide and local strategic project in which the court participates or will actively be pursing over the next three years. For those projects primarily supported at the state level, it will identify project status and describe the local courts' planned participation and note any related, independent future plans. For independent but complimentary local projects, additional details on resources and future plans are included.

This section also includes information for independent technology projects which are not primarily supported by state resources. Information on these projects includes showing alignment to both statewide and local technology strategic initiatives and enterprise architecture standards. Any technologies or products appearing in the “Retirement” column of the Enterprise Architecture standards table have a corresponding migration or replacement project identified.

The statewide strategic technology priorities as assigned by the Commission on Technology, are as follows:

1. Production Support (incl. bug fixes, req'd chgs)
2. Manage & Improve Security (incl. COOP rvw)
3. Finish Core System Deployments (GJ/ LJ)
4. Mitigate Aging Technology Risk
5. Increase Revenue Flow (FARE, eAccess, eFiling)
6. Increase Data Utilization (ex. access & BI)
7. Public Facing Services (eFiling, eAccess, eNotification, ODR)
8. Integrate Systems to Improve Productivity and Capability
9. Enhance Core Systems with New Functionality

COT members also reaffirmed the importance of existing strategic projects and placed them in the general priority set indicated below:

- Deploy New eFiling Case Types
- Deploy LJ Judge Automation
- Expand Automated Notifi-cation Capability
- JOLTSaz Dependency & Officer UI
- AJACS - AZTEC Replacement
- eCertification
- Justice Court eFiling
- FARE - Infrastructure Port
- Online Dispute Resolution
- Mental Health Repository
- Data Analysis/Reporting
- eWarrant System
- New Appellate CMS Setup
- CPOR 2 Implementation
- FARE Implementation for Non-Standard Courts
- Move AJACS Superior Courts to V6.1
- LJ PSA Automation
- Conditions of Release Tracking
- Data Access Portals
- Digital Evidence

* Note: Not all projects apply to the limited jurisdiction courts in the state.

COURT IT ACCOMPLISHMENTS CY2019

This section lists the accomplishments of the court in information technology projects from January 2019 to January 2020.

TEMPE MUNICIPAL COURT ACCOMPLISHMENTS

STRATEGIC PROJECT (State or Local)	PROGRAM / PROJECT	DESCRIPTION	LOCAL ACCOMPLISHMENT
State	Time Standards Reports	Created Active Pending and Time to Disposition Reports for Ex Parte, Pre-Issuance and Contested Protective Order Cases	Implemented February 2019
State	Legislative Changes: HB 2650	Updated front and back end processing to provide visibility for DDS Extensions and Completions of cases where the defendant has a Commercial Driver's License Update and transmission of Disposition Code 13 on successful completions.	Implemented August 2019
State	Legislative Changes: HB 2366	Workflow change that automatically launches MVD Abstract Screen when conviction entered on 28-672.	Implemented August 2019
State	Legislative Changes: HB 2366	MVD Abstract Screen and form modified to allow the option to restrict driving privileges upon conviction of 28-672	Implemented August 2019
State	AO 2017-15 Court Security Standards	Installation of Surveillance Cameras and Software	August 2019

STRATEGIC PROJECT (State or Local)	PROGRAM / PROJECT	DESCRIPTION	LOCAL ACCOMPLISHMENT
State	Legislative Changes: HB2249 AZPOINT	Automate Protective Order Petitions Process – early development	December 2019
Local	Probation Tracking	Enhanced process to drop cases into CMS workgroup queue	February 2019
Local	Compliance	Added Authority for Rule 26.12.c3 to warrant processing	February 2019
Local	Compliance	Enhanced compliance processing to automatically enter Disposition 57 to all eligible criminal charges after FTA warrant is issued.	March 2019
Local	Compliance	Enhanced compliance processing to automatically enter Disposition 51 to all eligible criminal charges after FTA status is entered on OSC's set for failure to pay compliance issues.	May 2019
Local	CMS Visual Extenders	Added Visual Extenders to all CMS GUI Screens	August 2019
Local	Assisted Listening Device Upgrade	Updated assisted listening devices in all courtrooms	August 2019

COURT PROJECTS MASTER LIST

This section collects all information technology project-related information for all the court during calendar year 2019. Projects listed include both those in support of statewide efforts as well as independent strategic technology projects that support the court's strategic initiatives independent from the statewide projects.

STATEWIDE PROJECT PARTICIPATION

Strategic Project Name / Phase	Brief Project Description	Related Statewide Project	Participation Scheduling	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
Fair Justice Initiatives	Evaluate CMS for implementation of "Fair Justice Initiatives."	Fair Justice for All Support	Early Adopter	FY 20	Underway	
AZPOINT	Automate Protective Orders Petition Process		Early Adopter	FY 20	Underway	

OTHER LOCAL INDEPENDENT PROJECTS

Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
Regional Veterans Court Participation	Conduct a CMS Gap Analysis to facilitate participation in the East Valley Regional Veterans Court.	FY 23	Conceptual	
Electronic Case Management	Evaluate AO 2016-113 and current EDMS system to implement active case imaging, paper-on-demand environment and Bench-automation.	FY 23	Conceptual	
Text and eMail Reminders	Send text and email reminders for upcoming court and no later than dates.	FY 20	Underway	
E-Citation	Expand the acceptance of E-Citation types into CMS to accept ATTC and Zoning Violations	FY 23	Conceptual	
MQ Upgrade		FY 23	Conceptual	
FARE	Evaluate CMS to facilitate participation with FARE	FY 22	Conceptual	
Data Analysis Reporting	Evaluate current statistical reporting to expand and include dashboard capability	FY 22	Conceptual	

Public Access Terminals	Stand up two public access terminals in Court lobby to facilitate AZPOINT process and provide access to other public agencies	FY20	Underway	

D. 1. MAJOR STATEWIDE INITIATIVES AND PLANNING/IMPACT INFORMATION

The tables below provide Commission on Technology with visibility into the demand for the new technology initiatives that require long-range preparation and may have significant impacts on local infrastructures, resources, and training requirements. Courts should consider high-level impact perspectives that factor into their participation in statewide systems and initiatives.

STATEWIDE INITIATIVE

LJ Judge Automation
(Limited Jurisdiction Courts Only)

Description:
Historically, court automation was significantly structured to take place in the back-office via a judicial administrative assistant, clerk, court information staff, or judicial officer. Current technology advances provide the opportunity to move away from paper and into the digital world. All technology enhancements introduce changes that have some impact on the court and court processes. The LJ AJACS application offers court staff and judicial officers the ability to use the court management system in the courtroom as well as in the back office. A case worksheet provided with AJACS gives quick access to the key components of court cases including ease of access to updating case information, checking financial information, the charges on the case, case status, and many other quick option features. The worksheet has collapsible sections to provide ease of visibility to detailed case information. The sections of the worksheet are secured so that a section cannot be expanded when the case information does not yet support its use.

The current AJACS Case Worksheet has been available to all LJ courts since their conversion from AZTEC. Numerous courts and judges use the Case Worksheet in the courtroom for real-time case processing and adjudication. Though the worksheet underwent detailed business analysis, development, and testing initially, the time has come to reassess its practical usability. A new Judge Automation Focus Group will assess worksheet modifications and enhancements necessary to speed the judicial process and further streamline case processing (both in the courtroom and back office). This focus group will provide valuable feedback and suggestions for module enhancements and development of new features.

Anticipated rollout timeline: Rollout accompanies each Statewide LJ AJACS implementation going forward. Judges and court staff were trained on the use of the worksheet prior to each court's AJACS implementation. Additional features and enhancements determined by the Judge Automation Focus Group are being targeted for analysis, design, and development beginning fall of 2019. Implementation will be accomplished as future AJACS releases are pushed out, beginning in Summer 2020.

8. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)	Matches LJ AJACS timeframe

2. General Importance or Impact to Your Court:

STATEWIDE INITIATIVE

Electronic Filing Case Types Expansion

Description:
Electronic Filing, better known as e-filing, comprises a set of software applications designed to communicate and interoperate with case management systems (CMSs), an online payment provider, and multiple electronic filing service providers. It enables attorneys and self-represented litigants to assemble, pay for, and submit case data and documents online to individual courts. It simultaneously provides a means for clerks to review and accept e-filed submissions within their respective CMSs before supplying the information to judges to prepare for and conduct court hearings. Once a submission is clerk-accepted with virtually the touch of a button, automated CMS docketing processes file the associated data and documents into official case files. Notifications indicating the status of the clerk's filing process are returned to the submitting attorneys and parties letting them know their case information is filed and documents are readily available for reference online.

Delivering case information online removes the need for clerks to manually enter case data and scan case documents into CMSs, which has been the norm for processing physical paper documents delivered over-the-counter for decades. The goal of this statewide initiative remains to enable the e-filing of all case types in all Arizona courts. As of June 2019, all general jurisdiction courts support civil case e-filing. Maricopa Superior Court continues updating its e-filing capability to accept and process case-initiating submissions.

As technologies evolve and more experience is gained, new concepts and approaches will be introduced to handle e-filing more efficiently and effectively. Equally important is reducing the cost of maintaining physical paper managed by each court. The current focus is to expand the implementation of e-filing by supporting additional case types.

Anticipated rollout timeline: Varies by level of court and case type. Protective Order Petition e-filing support must be in place by January 2020 to meet a legislated deadline. Family Law and Probate e-filing in the Superior Court and Regular Civil and Eviction Action e-filing in the Justice Courts are slated for delivery in calendar year 2020.

9. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)	1 – 2 years

2. General Importance or Impact to Your Court:

STATEWIDE INITIATIVE

EXPANDING AUTOMATED NOTIFICATION CAPABILITIES

Description:
The Fair Justice for All Task Force's recommendations specify implementation of an automated, statewide, text notification system. This includes the capture, storage, and retrieval of cell phone number data fields in CMSs accompanied by appropriate permission and opt-out language for court users. Modifications have been made to the Arizona Traffic Ticket and Complaint (ATTC) that allow law enforcement to capture information used for notifications at the outset, or it can be added by court staff at any time. The system will be able to draw cell phone information from case management system databases and send out appropriate text messages and land line voice notifications regarding appearance dates and times, payment amounts due, or probation requirements.

Over time the features and coverage are being expanded to include support for various languages in text. By the end of 2019, text messages began to include the "azcourtpay.com" link. Expansion into additional languages, beginning with Spanish, will begin in first quarter 2020.

Anticipated rollout timeline: Available to limited jurisdiction courts with AJACS rollout, including voice notification on land lines in English. Non-AJACS courts, beginning with MCJC and Pima Superior, are obtaining access to the automated notification facility via local CMS integration.

8. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)	Next 12 months

2. General Importance or Impact to Your Court:

STATEWIDE INITIATIVE

ELECTRONIC DOCUMENT CERTIFICATION

Description:
Electronic documents are now common in the day-to-day business of the court, relied upon by court staff, other justice-related agencies, and the public. AOs authorizing electronic filing stipulate that electronic submittals are considered "originals" for the purpose of court business. For ACAP courts, the central document repository (CDR) holds replicated court filings following acceptance by local clerks. Those documents are also available to filers and soon to the public, but for reference only. A move is underway to have clerks electronically certify the version of their record held in the CDR (or local repository for non-ACAP courts) as the official record of the court, on a record-by-record basis when that designation is requested.

The Clerk of the Superior Court in Maricopa County, a non-ACAP court, has constructed and piloted a certification system using a vendor product, TrueCertify, with OnBase TIF and PDF records. A certified document file locator number appears on each page to uniquely identify each e-certified record. Information within the locator number can be verified by the clerk's office if the integrity of the e-certified record is questioned. Raised-seal certified copies are provided at no charge whenever an e-certified record is rejected by a using agency. Beginning as a pilot in 2013, it expanded into full production use for certain types of documents in early 2018, adding marriage licenses at that time.

Mohave Superior Court investigated the Maricopa solution for use with OnBase and AJACS but developed an internal process for clerk's staff to attach necessary OnBase documents to a PDF, electronically file stamp them, then forward to the requesting agency. Documents are stored on the court's file server.

Anticipated rollout timeline: Maricopa solution is in production. The local, standalone pilot underway in Mohave with County Attorney and Attorney General is being followed by development work in AJACS to support a single, statewide solution for ACAP courts.

8. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)	3-4 years

2. General Importance or Impact to Your Court:

STATEWIDE INITIATIVE

ELECTRONIC WARRANT SYSTEM

Description:
The purpose of the eWarrant effort is to enable automated statewide arrest warrant processes for all Arizona jurisdictions to streamline the overall process though reliance on a single, trusted warrant repository in the state. The project is currently investigating various technical options. Provided sufficient funding can be obtained, following proof of concept and license negotiation with a key supporting vendor, the eWarrants Project will undertake full automation of existing warrant processes from end to end in a consistent manner throughout the entire State for courts and law enforcement agencies.

When a court issues or quashes a warrant, a CMS interface will electronically generate a transaction to be sent to the JWI system at DPS for law enforcement to act upon. Once the warrant has been executed by law enforcement and updated in JWI, the court will be electronically notified via AJACS. This round-trip process will keep warrant issues and servers in synch with each other and enable near-real-time notification between agencies on warrant-related activities, removing the guesswork that has plagued the paper system.

Anticipated rollout timeline: Workflow and AJACS development activities led to piloting with multiple jurisdictions at the end of 2019. Testing will continue into 2020 before a timeline is created for statewide rollout.

9. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)	3-4 years

2. General Importance or Impact to Your Court:

STATEWIDE INITIATIVE

DIGITIZING THE PROTECTIVE ORDER PROCESS

Description:
A 2002 effort determined the feasibility of centralizing the processes of protective order data management in Arizona so agencies and courts in the various jurisdictions across the state had equal access to orders on a consistent and timely basis. Legislated changes addressing deficiencies in the protective order process statewide coupled with the requirement to submit all civil protection orders served in Arizona to NCIC has driven the need for a single protective order system with participation from all 15 Arizona counties' courts and law enforcement agencies. This will ensure individuals restricted from buying guns will be entered into the federal NCIC database more consistently and timely which ultimately provides for better public safety.

Also, an integrated electronic system enables the public to electronically prepare their petition paperwork for filing rather than physically appearing at the court during business hours to complete a paper petition. The protective order project enables anyone in crisis with the help of a domestic violence victim's advocate, family/friend, or even by themselves to quickly and accurately submit paperwork electronically to an Arizona court from virtually any location. The related infrastructure changes also provide a technology basis for civil e-filing in limited jurisdiction courts statewide.

Anticipated rollout timeline: Legislation requires the central repository to be active by January 1, 2020. AJACS modifications will be completed to support that implementation date. Specifications have been provided to non-AJACS courts. Workarounds are being developed to enable use of the electronic repository for petitions still filed on paper.

8. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)	Immediately

2. General Importance or Impact to Your Court:

STATEWIDE INITIATIVE

DATA ANALYSIS/REPORTING

Description:
Goal 3A of the chief justice's strategic agenda focuses on key data both judges and court managers need to perform their caseload and oversight functions, ensuring that data is accurate and readily available to make informed operations and policy decisions. As a starting point, MS SSRS reports from the AJACS CMS were developed to assist in managing caseloads relative to the published time standards. Unfortunately, these reports only reflected a moment in time and were produced only periodically rather than in real time as judges desire. Moving the time standard reports out of AJACS to a centralized dashboard facility using Microsoft's Power BI tool will enable judges to log in and see up-to-date performance. The PowerBI data visualization tool will also visually alert judges to items falling outside of time standards. The tool draws attention to outlying data points and enables drill-down capability to identify the largest contributors to delays using the underlying CMS data to drive decision making by court leaders.

Anticipated rollout timeline: A prototype time standards dashboard was unveiled at the October 2019 Court Leadership Conference for reaction and comment. Depending on magnitude of changes requested, the production version of that dashboard will be available to judges during the first quarter of 2020. The dashboard concept will be expanded over time to power other areas of data-based decision making in accordance with the strategic agenda.

9. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)	1-2 years

2. General Importance or Impact to Your Court:

STATEWIDE INITIATIVE

ONLINE DISPUTE RESOLUTION

Description:
Consistent with the goal of promoting access to justice and the recommendations of the Fair Justice Task Force, the Judicial Branch is working to reduce the time and expense in certain types of cases by allowing litigants to resolve disputes without ever coming to the courthouse. An online dispute resolution (ODR) system would facilitate evaluation, negotiation, and judicial decision in those case types. The AOC continues conducting proof-of-concept pilots in multiple courts to determine whether ODR is viable in helping to resolve cases as litigants negotiate through use of the on-line resource. Reports will then be made to AJC by participants in the pilots before any decision is made to expand ODR statewide.

Pilot courts Yuma Superior and Pinal Superior are addressing Family Law cases with the use of court mediators on requests to modify child support, visitation, and legal decision making. An agreement between the parties can be executed using electronic signatures now that AO 2018-78 sets aside Family Court Rules requiring use of a notary on all ODR agreements.

Scottsdale Municipal Court is piloting the ability to accept plea documents from the city prosecutor and defendant for the purpose of accepting telephonic pleas on misdemeanor cases. Maricopa Superior Court implemented a separate pilot for family and civil cases, called "Accountability and Enforcement Court (ACE)," in July of 2018 and now is piloting an online platform to settle credit card debt cases under $50K.

Anticipated rollout timeline:

Pilots will continue until March 2020 to allow the collection of additional data to assess what requirements should be made in a Request for Qualification (RFQ) which will be developed and released during Spring 2020.

9. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)	1-2 years

2. General Importance or Impact to Your Court:

STATEWIDE INITIATIVE

LJ PUBLIC SAFETY ASSESSMENT AUTOMATION

Description:
This multi-phase project involves developing a fully automated process for answering the nine questions in the Public Safety Assessment (PSA) report which is currently prepared by pretrial officers for judges to use when establishing release conditions for persons arrested for crimes. The goal is to reduce the time it takes to complete a PSA allowing for the PSA to be used in additional limited jurisdiction courts which may not have pretrial services available to conduct the assessment. Phase One completed with pretrial staff still needing to verify certain answers or locate information to complete any unanswered questions to allow for all 9 PSA questions to be answered.

Pragmatica has been contracted to complete the next phase of the project that focuses on automatically triggering a request to conduct a PSA at the time a person is fingerprinted during the arrest/booking process and identifying the additional source information in court records or other criminal history information necessary to complete all 9 PSA questions in an automated fashion. Justice Web Interface (JWI) will continue to be the tool used for automated PSA reporting.

Some challenges that still must be addressed include the fact that not all court records are currently included in the AOC's public access database, out-of-state criminal records are not yet automatically evaluated, and failure to appear data is not always reported consistently in public access records.

Anticipated rollout timeline: Phase Two is just getting underway; no detailed tasks or timeline have been published yet for providing the PSA to limited jurisdiction courts.

8. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)	TBD

2. General Importance or Impact to Your Court:

STATEWIDE INITIATIVE

DIGITAL EVIDENCE REPOSITORY

Description:
Following the recommendations of the chief justice's Digital Evidence Task Force, Commission on Technology's Technical Advisory Council crafted a range of possible solutions for handling digital evidence before narrowing their focus to a vendor-hosted cloud solution that could be implemented within two years. The solution as envisioned takes into account the total evidence lifecycle: enabling submission to the court of digital evidence, storage of digital evidence after submission to the court, and access to digital evidence by the court and litigants in connection with court proceedings. Clerks will be provided tools and services to manage digital evidence within the portal. Attorneys and self-represented litigants will have the ability upload evidence from personal devices and use tools to edit and redact before submission to the court.

The concept was reviewed in several presentations to subcommittees of the Arizona Judicial Council and to AJC itself. The consensus was to pursue the concept as the starting point in a process that would likely require several iterations as technology and practices mature.

Anticipated rollout timeline: A demonstration project is underway with a potential vendor to prove the cloud portal concept in two courts. Formal procurement will need to follow before statewide adoption is possible.

9. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)	TBD

2. General Importance or Impact to Your Court:

D.2. LOCAL INFORMATION TECHNOLOGY STRATEGIC RESOURCES

This section provides high-level information about the technology spending and resources by court including all support provided by non-court entities like City IT.

Court	State Device Cost	Other Technical Cost	Number of:	
			Court FTE Technical Staff	City FTE Technical Support Staff
Tempe Municipal Court	0	$403,796	1	2
Other Dept.	0	$602,299		

APPENDIX A. CURRENT ENVIRONMENT

1. COURT HARDWARE ENVIRONMENT

This appendix lists all court-owned hardware deployed, including mainframes, servers, desktops, and other peripherals.

Dept.	PC Operating System	PC Count	Replacement Date / Strategy	Laptop Operating System	Laptop Count	Tablet Operating System	Tablet Count	Thin Client	Replacement Date/ Strategy	# of Network /PC Printers
Administration	Windows 7	23	3-5 yr cycle	Windows 7	4	Apple	2	0	Windows 10 by June 2020	1
Clerk	Windows 7	30	3-5 yr cycle	Windows 7	0	N/A	0	0	Windows 10 by June 2020	16
Other	Windows 7	17	3-5 yr cycle	Windows 7	2	N/A	0	2	Windows 10 by June 2020	

2. HARDWARE FOR SPECIAL FUNCTIONS

Department	Number of				
	Public Access PCs	In Courtroom PCs	In Courtroom Thin Clients	In Chambers PCs	Imaging Workstations
Administration		7	0	5	3
Clerk		7			
Other					

3. LOCAL SERVER HARDWARE AND FUNCTION

Department	Server Hardware Type	Server Count	Operating System	Replacement Date/Strategy
Administration	VMware ESX 6.5	12	Windows 2008 R2, Windows 2012 R2, Windows 2019	Windows 2008 R2 upgrade underway to 2019. 2012 R2 before support expires. 2019 on a 5-year cycle

4. NETWORK ENVIRONMENT

Department	Number of Devices (PCs & Printers) on Network	Network Software (NOS)	Firewall brand/model	Other Security Provisions
Administration	9	Windows Server, 2008R2, 2012, 2019	Checkpoint 4800	Microsoft SCCM, Sentinel One
Clerk	39	Windows Server, 2008R2, 2012, 2019	Checkpoint 4800	Microsoft SCCM, Sentinel One
Other	16	Windows Server, 2008R2, 2012, 2019	Checkpoint 4800	Microsoft SCCM, Sentinel One

5. SOFTWARE ENVIRONMENT

This section identifies all the software used in the court by category or function. It includes the state-provided applications (such as AZTEC, TIP, PIMS, JOLTS, and APETS) and also any word processing, spreadsheet, report writing and other database or other tracking applications.

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Case Management System	CMS	Case and financial management system	Police/Prosecutor/Social Services/Accounting/ MVD/AOC	Court and City IT	6/2009	N / A
Calendaring	MS Office 365 and CMS	Administration Calendaring and Court Case Calendaring	CMS/Outlook	Tempe IT/Court Staff	8/2009	TBD
Electronic Calendar Display System	Infax Calendar Display	Displays docket and courtroom information	Tempe CMS	Infax Systems	Upgraded Hardware /Software June 2016	TBD
Exhibit Tracking	CMS	Case and financial management system		Court and City IT	6/2009	TBD
Digital Recording	Liberty Recording	Digital Recording		JCG Technologies	6/2013	TBD

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Financials/Cash Management System	CMS	Case and financial management system	PeopleSoft Financials 9.1	Court and City IT	6/2009	TBD
File Tracking	N/A					
Forms Generation	SSRS	Forms generation in CMS	SIRE	Court and City IT	8/2009	TBD
Court Performance / Metrics Tracking Tool	CMS	Workload Indicators, monthly reports, daily queues and workflows.		Court and City of IT	8/2009	TBD
Electronic Storage (SAN, NAS, etc.)	HP 3Par	HP SAN/NAS	VMware	HP / City of Tempe IT	2016	2021 vSAN
Data Backup/ Recovery System	Veeam	Data replication, archival, and recovery system	Microsoft and VMware	HP	2019	TBD

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
E-mail Application	MS Office 365	Email /Calendaring application	CMS	City of Tempe IT	2016	TBD
Report Writing Tool	SSRS	Report writer	CMS	Court and City IT	8/2009	TBD
Problem and Change Management	RemedyForce	ITIL based IT service management system.		Remedy BMC	7/2013	Vendor hosted
Software Configuration Management	SCCM 2012	Microsoft System Center Configuration Manager	Microsoft Windows	Microsoft	8/2011	SCCM 2019, Azure SCCM Late 2020
Systems Development Productivity Software	VB.Net ASP.Net	Microsoft development tools	MS SQL	Microsoft	N/A	N/A
Hardware & Software Asset Management	RemedyForce	ITIL based IT service management system.		Remedy BMC	7/2013	Vendor hosted

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Procurement/ Materials Management	PeopleSoft Financials 9.1	Procurement Management	CMS	City of Tempe IT	5/2012	TBD by City of Tempe IT
Adobe Acrobat Reader	Adobe Cloud	Adobe Reader XI		Adobe Local PC	2019	TBD
Acrobat Professional	Adobe Cloud	Adobe X Professional		Adobe Local PC	2019	TBD
MS Office Suite	MS Office 365	Word, Excel, PowerPoint, Access		MS/City of Tempe IT	2017	TBD by City of Tempe IT
Database(s)	MS SQL 2012	Microsoft SQL Server 2012		MS/City of Tempe IT	6/2011	TBD by City of Tempe IT
Project Mgmt Tracking	MS Project	MS Project 2003		MS/Local Staff		As Needed
Timekeeping	PeopleSoft HCM 9.2	Human Resources and Timekeeping		City of Tempe IT	11/2017	TBD by City of Tempe IT
Human Resources Software	PeopleSoft HCM 9.2	Human Resources and Timekeeping		City of Tempe IT	11/2017	TBD by City of Tempe IT
Virus Protection	Microsoft Endpoint Protection, Sentinel One	Anti-virus and spyware detection	Systems Center	City IT	Current	Updated daily

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Fines, Fees and Restitution Enforcement Module for FARE Participation	N/A					
Tax Intercept Program (TIP)	TIP			AOC, City of Tempe Court and IT	12/2011	TBD
Web IVR Payment Systems	IVR/IWR	Online and Phone Payment processing	CMS	First Data/Court and City IT	4/2012	2020
Digital Audio for Courtroom Recording	Liberty Recording	Digital Audio Courtroom recording system		JCG Technologies	8/2013	TBD
Video for Courtroom Recording	N/A					TBD
Document Scanning and Imaging	SIRE.Net File Center and Capture 6.6	EDMS	CMS	SIRE /City of Tempe IT	Upgraded 7/2014	RFP Underway

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Electronic Document Management System	SIRE.Net File Center and Capture 6.6	EDMS	CMS	SIRE / City of Tempe IT	Upgraded 7/2014	RFP Underway
Integration (ASC3) - electronic data sharing with county/city law enforcement	N/A					
Integration (ASC4) - Electronic Data Sharing with City/County Prosecutor	Tempe CMS	Prosecutor Module of CMS	Court CMS	City to Tempe Court and IT	6/2011	TBD
Integration (ASC5) - Electronic Data Reporting of	Tempe CMS	Case Management System		City of Tempe Court and IT	6/2009	TBD

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Citations/ Dispositions to MVD						
Integration – Electronic Data Sharing/Reporting to City Finance System	Tempe CMS	Case Management System	PeopleSoft Financials 9.1	City of Tempe Court and IT	6/2009	TBD
Data Warehouse	N/A					

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Jury Management System	Agile	Maricopa County Jury Commission Jury Management System		Maricopa County	2012	TBD by Maricopa County
Public Access	Tempe Municipal Court Public Access Site	Provides case and disposition information	Tempe CMS	Court and City of IT Staff	2/2015	TBD
Bulk Data by Subscription	N/A					
Court Intranet and		Intranet		City of Tempe IT	2019	TBD

Application Category	Product Name	Description of the Application	Integrates with	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
Supporting Applications	SharePoint Online /Vision Content Management System					
Court Web Site	Vision Content Management System	Internet content management software	Tempe CMS	Court & City IT	2018	TBD
Interactive Voice Response System (IVR)	IVR	Phone payment processing system	Tempe CMS	First Data/Court and City of Tempe IT	5/2012	2020
Hardware / Software Inventory	System Center	Enterprise management platform	Microsoft	Microsoft and City of Tempe IT	2010	2020
Timesheet	PeopleSoft HCM v9.2	Human Resources and TimeKeeping		City of Tempe IT	11/2017	TBD by City of Tempe IT
Photo Enforcement and Redlight	N/A					

Application Category	Product Name	Description of the Application	Integrates with ….	Developed or Supported by (vendor name or court)	Implementation Date	Replacement Date/Strategy
IC Verify	N/A					
Process Service Data Transfer	N/A					

6. COMPARISON OF ENVIRONMENT TO ARIZONA JUDICIAL BRANCH ENTERPRISE ARCHITECTURE

The table below prompts you to identify any current technologies and products classified in the retirement and containment categories of the architecture. Beginning with the FY08 plan, COT requires that a project be defined for the removal/replacement or any item listed in the "retirement" category within plan period. Items in the "containment" category can have no additional use without exception being granted by COT. The next stop on the lifecycle is retirement; therefore, further investment is unwise and serves to make removal/replacement only more difficult and expensive.

The complete, updated table appears on the COT website at http://www.azcourts.gov/cot/EnterpriseArchitectureStandards.aspx. Where there are unique, local undertakings that cannot be leveraged, a court is free to go beyond the standards set in the table. When sharable modules related to core applications are developed, the standards must be followed.

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Applications & Tools				
User Interface Delivery Method for Public Access	Internet Explorer ≤6	Internet Explorer	IE 11 and above, MS Edge, and Chrome	TBD City of Tempe IT
User Interface Delivery Method for Business Applications	Character based	Silverlight	Windows Forms	TBD City of Tempe IT
Electronic Document Management	Hyland OnBase <14	Hyland OnBase 15	SIRE 6.6	2022/2023
Document Imaging	Kofax Card (SCSI)	Kofax Ascent Capture	SIRE 6.6	2022/2023

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Report Writer for Ad Hoc Reporting	Crystal <10 MS-SSRS ≤2005	Crystal ≤10 MS-SSRS 2008	MS-SSRS 2014	TBD
Report Writer for Business Application Reports	Crystal <10 MS-SSRS ≤2005	Crystal 10 MS-SSRS 2008	MS-SSRS 2014	TBD
Development Languages	ASP (Classic), COBOL, JAM, RPG	Java (on a business case need basis), .NET Framework ≤V3.X, Silverlight, Windows Workflow Foundation	VB .Net Framework 3.5 and 4.7.2	Upgrade to .Net 4.6 – 4.7.2 2020/2021
Development Environment	Visual Studio ≤2012, Visual Studio 6	Visual Studio 2015, PowerBuilder, MS-Access, Panther	Visual Studio 2013	Visual Studio 2019 2020/2021
Source Control	Aldon		MS Team Foundation Server	TBD City of Tempe IT
Code Generation	Alachisoft	Visible Developer	N/A	TBD
Office Productivity Tools				
Word Processing	Word ≤2010	Word 2013	MS Office 365	TBD City of Tempe IT
Spreadsheet	Excel <2010	Excel 2013	MS Office 365	TBD City of Tempe IT

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Presentation	PowerPoint ≤2010	PowerPoint 2013	MS Office 365	TBD City of Tempe IT
Local Standalone Database	MS-Access ≤2010	Access 2013	MS Office 365	TBD City of Tempe IT
E-mail Client	Outlook ≤2010 GroupWise (unsupported)	Outlook 2013 GroupWise (supported)	MS Office 365	TBD City of Tempe IT
Instant Messaging		MS-Live Communication Server, Lync, Skype for Business 2013	Skype for Business, Microsoft Teams	TBD City of Tempe IT
Collaboration		Live Communication Server, SharePoint Server ≤2013, Google Apps	SharePoint Online, Microsoft Teams	TBD City of Tempe IT
Distance Learning		Centra	LinkedIn Learning	TBD City of Tempe IT
Data Architecture				
DBMS	SQL Server <2012	SQL Server 2012	SQL Server 2012	SQL Server 2019 Mid 2020
Data Warehouse DBMS	SQL Server <2012	~~Informix XPS~~, SQL Server 2012	SQL2012	SQL Server 2019 Mid 2020
Data Exchange Model		Fixed format, XML	Fixed format, XML	TBD

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
e-Mail Encryption		S/MIME		
Networks and Platforms				
Client Operating System	Windows ≤Vista and Windows 8	Windows 7 and 8.1	Window 7 Pro, Windows 10	Windows 10 City of Tempe IT 2020
Server & Network Operating Systems	OS/400, Windows ≤2008 R2	Windows Server 2012	Windows 2008 R2, Windows 2012 R2, and Windows 2019	Windows 2008 R2 upgrade underway to 2012 R2 before support expires. 2019 on a 5-year cycle
Mobile Operating Systems	BlackBerry O/S		IOS, Andriod	TBD City of Tempe IT
Shared Services				
Component Service Layer		Services (previous version), DCOM, ASP (classic), Remoting	Web-Services	TBD City of Tempe IT
Remote Access Through Internet by employees or contractors	ipsec/AnyConnect		Cisco AnyConnect 4.1	
Remote Access Through Internet by vendors or trusted partners	ipsec/AnyConnect; TeamViewer n-2 version	TeamViewer n-1 version	Cisco AnyConnect 4.1 and 3rd-Party Agreement	SecureLink third-party remote access platform - 2020

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Message Transport Middleware				
Message Transport	MQ ≤V7.1	MQ V7.5/V8.0	MQ V7.5.0.2	MQ V9.0 2020
Data Transformation	Data Junction, MQSI, DTS	Cloverleaf, WMB V8.0, BizTalk	N/A	
Data Routing/Publish and Subscribe	MQSI	Cloverleaf, WMB V8.0, BizTalk	N/A	
File Transfer, Transactional and Scheduled Production (Mission Critical)	FTP (intercourt and using public Internet), MQ ≤7.1	SFTP (intracourt only), MQ V7.5/V8.0	MQ V7.5.0.2, Secure FTP	AOC and MVD have agreed that processes using SFTP will be allowed to continue with SFTP. TMC - Other processes using SFTP will be addressed during the RFP process to transition to MQ.
File Transfer, Production Non-Transactional and Ad Hoc (Not Mission Critical and Not Sensitive)	MQ ≤7.1, FTP	MQ V7.5/V8.0	MQ V7.5.0.2/ Secure FTP	AOC and MVD have agreed that processes using SFTP will be allowed to continue with SFTP. TMC - Other processes using SFTP will be addressed during the RFP process to transition to MQ.